**Our “non-attendance” Policy**

We realise that unexpected things can crop up and prevent you from attending a physiotherapy appointment.

Therefore, unlike many clinics, we do not charge a cancellation fee if you call and let us know that you won’t be able to make it to a scheduled appointment. We don’t even ask for a certain amount of notice, please just call us as soon as you become aware that you will not be able to make it.

**However, if you simply don’t show up for your appointment without letting us know,**

**we will charge you a $50 non-attendance fee.**

As you can understand, we block off time for each client consultation and our clinic often runs at full capacity, at times with a waiting list. So we greatly appreciate your consideration of our physiotherapists and other clients in ringing ahead if you need to cancel your appointment.

* For online banking payments, our details are-

BSB: 306 089

Account no: 2065595

* Please enter your full name as the transaction description/narration
* Alternatively, you can call our office on 9446 7017 and pay by credit card