



## Booking Policy

We take our commitment to providing the highest level of service and care to our patients very seriously and will do everything in our power to assist patients with appointment availability. To ensure that the right treatment and care is provided, patients should ensure that the right appointment type or treatment type is selected prior to scheduling an appointment.

Bookings can currently be made online through our website, or by calling our Patient Support Department.

By making a booking, patients agree to the terms and conditions outlined in this policy.

1. Patients are required to provide accurate personal information when making a booking, including full name, contact details, and reason for visit.
2. Patients must arrive on time for their appointments. Late arrivals may result in reduced treatment time as other patients may have already been scheduled.
3. Patients are responsible for cancelling or rescheduling appointments at least 24 hours before the scheduled appointment time. Failure to cancel or reschedule within this timeframe may result in a fee charged to the patient.
4. Incorrect bookings, such as booking for the wrong treatment or selecting the incorrect appointment type, may be subject to additional fees and reduced treatment time. It is the patient's responsibility to ensure the booking details are correct before confirming the appointment. Please contact our Patient Support Department on 0207 099 5555 to verify the correct appointment type.
5. If a patient is unable to attend their scheduled appointment due to unforeseen circumstances, they should inform MyHealthcare Clinic as soon as possible to reschedule the appointment and to avoid cancellation fees.
6. MyHealthcare Clinic reserves the right to cancel or reschedule appointments if necessary. Patients will be notified as soon as possible in the event of a cancellation or rescheduling.

Patients are encouraged to call our Patient Support Department directly who will assist with any enquiries relating to appointment types and treatments.