

# — THE OPTICIANS EASINGWOLD —



## **Cancellation Policy**

After much consideration, a cancellation policy has been put into place due to seeing a large rise in patient no shows or last minute cancellations. We ask for your understanding, as this has an impact on both the care we can provide to our patients and our business.

We appreciate that life can be busy and situations may arise which may require you to cancel or change your appointment. We politely request 24 hours notice for any cancellations or amendments. Any cancellations or amendments to your appointment with less than 24 hours notice, will incur a 50% fee. (This includes no-shows). As a medical setting, the NHS and patients also contact us each day to see a number of emergency appointments that are often to be seen within a 24 or 48 hour window. Whilst our diaries are fully booked we have to reject these emergencies who are then sent out of area or to the local hospital. When we are given notice of alterations, we can efficiently provide this crucial care in our local community.

Our phone line and email are accessed 24 hours a day and therefore notifications over a weekend are still considered 24 hours notice.

The fee will be 50% of the charge for the time allocated for your appointment and is applicable to NHS, Private and 'Contact Lens Care Plan' patients.

Cancellation fees are as follows:

<b>Eye Examination</b>	£22.50
<b>MECS</b>	£15.00
<b>U16 Eye Examination</b>	£15.00
<b>Contact Lens Aftercare</b>	£15.00