



## **Helen Jermy Physiotherapy Clinic Payment & Cancellation Policy**

### **Cancellation Fees & Terms**

Helen Jermy Physiotherapy is committed to providing high quality care for each and every individual.

To ensure that the clinic continues to offer this we ask for you to provide us with sufficient notice if you need to cancel or reschedule your appointment.

We understand that unexpected emergencies and unforeseen situations do occur and we aim to be fair and considerate to each and every situation however as a small private practice late cancellations and missed appointments impact not only our business but other clients who may be waiting for appointments.

Missed appointments will be charged at the current full self funded appointment fee.

Cancellations made with less than 1 full working day ( 24 hours) notice of the scheduled appointment time will be subject to a full charge unless the appointment can be filled by another client.

Cancellations made with less than 2 working days (48 hours notice) may be subject to a 50% charge of the full appointment fee.

In the case of treatment being funded by insurance companies any fees incurred as a result of missed or cancelled appointment are the responsibility of the client as these charges cannot be billed to the insurance companies.



Please note that for Monday Morning appointments notice must be given by Friday afternoon at the latest to avoid a late cancellation charge.

Thank you for your understanding and co-operation

## **Insurance Excess Payments**

The client is responsible for paying Helen Jermy Physiotherapy directly for any excess or shortfall related to all bills submitted to the clients health insurance company for which an excess may be payable and/or is not settled in full by the insurance company