

## Cancellation and Non-Attendance Policy

At My Local Physio Plus we endeavour to keep our appointments running on time, every time. When you book an appointment with our practitioners, their time is dedicated to your treatment.

Given the high demand for our services with waitlists, we ask for your understanding of our non-attendance and cancellation policy.

*We understand that life can get busy and to help we send an SMS reminder to confirm your attendance, so we ask at this point to please be sure you respond either way to respect others on waitlists and our practitioners!*

## Physiotherapy, Exercise Physiology, Remedial Massage & Acupuncture

**We require at least 8 hours' notice for all cancellations or appointment changes.**

**If cancellations or changes are made less than 8 hours before your appointment, you will incur a 50% cancellation fee for the scheduled service.**

We will consider unavoidable circumstances on a case-by-case basis. But, with waitlists and demand for spots, we hope you can understand the importance of responding to our confirmation message at that time.

**\*\* Please note, if you are claiming under a **Return to Work or CTP** compensation claim, the injured individual is responsible for the cancellation/non-attendance fee.**

**\*\* For **NDIS** patients, the NDIS guidelines apply and the applicable 24-hour cancellation/non-attendance policy.**

## Exercise Groups and Clinical Reformer Pilates

As demand for group sessions is extremely high and many classes have significant waiting lists, we kindly ask for as much notice as possible when cancelling or rescheduling. This allows clients on the waitlist to take your spot.

**If you do not attend a class without prior notice, or cancel with less than 8 hours' notice, you will be charged the full session fee.**

**If you miss two consecutive weeks without notifying us, we will be unable to reserve your spot in that class.**

## Psychology

Non-attendance or late cancellation (less than 24 hours' notice) may be charged a cancellation fee equal to the full fee.

## Dietitian

Non-attendance or late cancellation (less than 24 hours' notice) may be charged a cancellation fee of \$35.

**Thankyou for your help in advance and your understanding.**

**If you have any questions about this policy our reception team will be happy to assist you.**

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### Golden Grove

Shop T5, The Stables Shopping Centre  
1495-1497 Golden Grove Road  
Golden Grove, SA, 5125

**08 7325 6600**

### Ridgehaven

Shop 13/14, Pelican Plaza Shopping  
Centre, 1007 North East Road  
Ridgehaven, SA, 5097

**08 7325 6611**

### Fairview Park

Benefitfitness and Health Centre  
341 Hancock Road  
Fairview Park, SA, 5126

**08 7325 6600**