

TERMS & CONDITIONS - APPOINTMENT BOOKINGS

Please read the following terms carefully. By booking an appointment with us, you agree to these terms.

1. Appointment Booking

- All appointments must be booked in advance through our website or by contacting the clinic directly.
 - Appointment times are reserved exclusively for the patient who books them.
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2. Cancellations and Rescheduling

- If you need to cancel or reschedule your appointment, please provide at least **24 hours' notice**.
 - Cancellations made **less than 24 hours** before the scheduled appointment, or patients who fail to attend their appointment (**no-shows**), will incur a **cancellation fee**.
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3. Cancellation Fees

- Payment of the cancellation fee may be requested before booking further appointments.
 - We reserve the right to charge this fee to the patient or account responsible for the booking.
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4. Late Arrivals

- Please arrive on time for your appointment.
 - If you arrive late, your appointment may be shortened to avoid delaying other patients, and the full appointment fee may still apply.
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5. Payment Terms

- Payment is due at the time of treatment unless otherwise agreed.
 - We accept cards, contactless and cash payments.
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6. Clinic Policies

- Please inform us of any changes to your health, medications, or relevant medical history before your appointment.
 - We reserve the right to refuse or modify treatment if it is deemed unsafe.
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7. Agreement

By booking an appointment, you acknowledge and accept these terms and conditions. We appreciate your cooperation in helping us provide a smooth and professional service for all our patients.

Pilgrim Podiatry

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