

## Cancellation Policy

Unfortunately, due to the high number of last minute cancellations over the past year we have had to introduce a cancellation fee.

If you cancel your appointment with less than **48 hours** of the appointment you will not be refunded.

If you cancel between **48-72** hours before your appointment you will get a 50% refund.

If you cancel more than **72** hours before your appointment you will get a full refund or a rescheduled appointment whatever you prefer.

If you book a face to face appointment and want to change it to virtual this is not possible, it is very clear on the booking system that this is the case, including ticking a box agreeing to this.

If you want a virtual appointment please book one. If there is no availability for virtual please check back on the website for one becoming available.

If Dr Taylor has to cancel your appointment for any unforeseen reason, she will let you know as soon as possible and either refund you or reschedule your appointment.