

# Unwind Chiropractic Cancellation Policy

Dear Clients,

We respect that your time is valuable and we appreciate that you understand ours is too.

Our practitioners want to be available for your needs, and the needs of all our clients. When a client does not show up for a scheduled appointment, someone else in pain misses out on an opportunity to get relief.

*By booking an appointment with our clinic, you agree to our cancellation policy and the terms & conditions herein.*

Here at Unwind Chiropractic we have a 48-hour cancellation policy due to the high demand for appointments - specifically two business days, as the clinic is not open over the weekend to receive your message. This notice period allows us to fill your spot with someone from our waiting list.

**However, if you forget or miss an appointment or fail to cancel your appointment within the scheduled 48 hours (specifically two business days), the full fee equal to the cost of the appointment will be incurred.**

Cancellation fees must be settled prior to booking subsequent appointments, and are not claimable with health funds or Medicare. If you have booked appointments in advance, these will be cancelled by the clinic until all outstanding fees are paid.

To cancel or reschedule your appointment, you can do so easily online through our booking system. Alternatively, feel free to contact us via email at [info@unwindchiropractic.com.au](mailto:info@unwindchiropractic.com.au) or by phone at **02 8068 1282**. If the clinic is unattended, you'll have the option to leave a message and we'll get back to you as soon as possible.

Automatic emails and SMS confirmation messages for appointments are sent in advance – unless you have opted out of this service – to give you the best opportunity to attend or reschedule your appointments. If you are not receiving these, please ask us about it.

We thank you for your understanding and cooperation with this policy.

The Unwind Team

[info@unwindchiropractic.com.au](mailto:info@unwindchiropractic.com.au)

02 8068 1282