

### **Northside Physiotherapy—Cancellation Policy**

At Northside Physiotherapy, we value your time and are committed to providing high-quality care. To ensure fair access to appointments and effective scheduling, we kindly ask all clients to observe the following cancellation policy:

#### **1. Appointment Cancellations**

- Cancellations must be made at least **24 hours** before your scheduled appointment.
- Same-day cancellations or no-shows will be charged: **100% of the consultation fee of \$157.00.**

#### **2. Rescheduling**

- Rescheduling is permitted with at least **24 hours' notice** and is subject to availability.

#### **3. Late Arrivals**

- If you arrive late, we will do our best to accommodate you within the remaining time of your session. However, your session will be shortened and you will be charged a full appointment fee.
- Arrivals more than **15 minutes late** may be considered a no-show and subject to the full appointment fee.

#### **4. Emergency Situations**

We understand that emergencies happen.  
Please contact us as soon as possible in such cases.  
Fees may be waived at the discretion of management.

#### **5. Communication Channels**

To cancel or reschedule your appointment:

- **Phone:** 03 6278 1920
- **Email:** [reception@physionorthside.com.au](mailto:reception@physionorthside.com.au)

*We appreciate your understanding and cooperation in helping us provide consistent and timely care to all our patients.*

**– The Northside Physiotherapy Team**