

CANCELLATION / NO SHOW POLICY – MONDAY 1st JULY 2024

No Shows:

Patients who **DO NOT** show up:

Patient to be charged **FULL** appointment Fee

Cancellations:

Outside 24hrs - no charge.

On day of appointment with **no valid reason** - **FULL charge as per NO SHOW.**

On day of appointment with valid reason*: **HALF CHARGE** to patient

**Valid reason: this will be up to directors' discretion.*

ACC45 (declined) - ACC32 (declined or NOT submitted) - NEW

If ACC decline the claim (either ACC45 or ACC32) or the ACC Claim is **NOT** valid: patients will have to pay any difference between ACC / Private Costs – and will be moved onto Private Charge.

If you have any questions: please feel free to contact the clinic director:

Neil Holmes

021 433 150

admin@theholmesclinic.co.nz