



Carter & George

Physiotherapy | Wellbeing | Rehabilitation

Cancellation and Did Not Attend Policy

At the Carter and George Practice we aim to deliver an exceptional level of care and customer service to all patients and visitors to our Practice.

In an effort to be consistent with this aim, please find the Cancellation and Did Not Attend Policy we operate that allows us to schedule appointments for all patients that require treatment.

Please allow a minimum of 24 hours notice when you know that you need to cancel or reschedule your appointment.

You can call the practice on 01992 446725, or email help@carterandgeorge.co.uk to let us know.

Our Policy:

- **Late Cancellation First Occurrence:** We appreciate that things happen. If you cancel within 24 hours, we will apply discretion and no charge will be made.
- **Late Cancellation Second Occurrence:** A second late cancellation or non-attendance will incur a 50% charge of the appointment fee.
- **Late Cancellation Third Occurrence (and any thereafter):** Any further late cancellations or missed appointments will be charged 100% of the appointment fee.
- **Non-Attendance First Occurrences:** We appreciate that things happen. If you cancel within 24 hours, we will apply discretion and no charge will be made.
- **Non-Attendance Second Occurrences (and any thereafter):** Any further non-attendance will be charged 100% of the appointment fee.

We do understand that sometimes unforeseen circumstances may result in a short notice cancellation or non-attendance requirement and will always do our best to recognise cancellations that are out of our patients control.

However, cancellations and no attendances hinder our ability to administer treatment to all those who require it and decrease our capability as a clinic to operate in an effective manner.

All decisions are made at the discretion of our Administration team and are final.



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Reviewed by: Chris Gillespie (Operations Director and Registered Manager)

Updates: None

Date: 18/02/2026

Reviewed by: Chris Gillespie (Operations Director and Registered Manager)

Updates: Changes made to first and second non-attendance fee charges

Date: 30/02/2026