



Clinic51 Booking & Cancellation Policy

New Patient bookings

New Patient consultations can be booked online from our website or over the phone.

Bookings can be made up to 12 weeks in advance and full payment is required on booking.

Payment can be made by credit or debit card or in instalments using Klarna.

Existing patient bookings

A patient's first follow up appointment will be booked after they have had their initial new patient consultation and will most likely be scheduled for 12 weeks.

Existing patients should contact us directly by email or phone if they want to book a follow up appointment or change an existing booking.

Bookings can be made up to a year in advance and full payment is required four weeks before the appointment.

Payment can be made by credit or debit card or in instalments using Klarna.

To secure your appointment, your card details will be taken on booking and full payment will be taken on the card four weeks before your appointment.

If we are unable to process this payment, we will contact you. If the payment has not been received two weeks before your appointment, we will cancel your appointment.

Card details and Payment options



Card details are securely stored with Stripe, our payment provider. Clinic51 only stores the basic metadata including the last 4 digits of the card on our secure patient system, Semble. [Click here](#) for details on Stripe security practices when managing and storing card details.

We offer payment by debit or credit card including American Express and in instalments using Klarna. We do not accept cash or cheques.

In exceptional circumstances, we accept payment by BACS.

Cancellations and rescheduling

We are committed to helping as many women as possible through our Menopause consultations and we hope you understand that in order to do this we must operate a cancellation policy. We respect that your time is valuable and we appreciate that you understand ours is too.

As a small business there are significant costs to us if patients cancel or rearrange last minute and we have little chance of filling last minute cancelled or rearranged slots. We also still have to pay our doctors for their time.

If you are unable to attend an appointment, please try to give us as much notice as possible.

- You can cancel your appointment at any time up to two weeks in advance without charge and we will offer a full refund.
- If we receive less than two weeks notice to cancel your appointment, this incurs a 100% cancellation fee equal to the full appointment cost and you will not be eligible for a refund.
- Failure to attend your appointment will incur a 100% cancellation fee equal to the full appointment charge and you will not be eligible for a refund.



- Rescheduling an appointment more than 1 week in advance of the appointment date does not incur a fee. Rescheduling an appointment less than 1 week in advance of the appointment date incurs a 100% fee and we will charge you again for the new appointment you make.

If we have to cancel or reschedule your appointment, due to doctor illness or an unforeseen circumstance, we will contact you and either try to rearrange as soon as we are able, offer you another doctor, or if you want to cancel the appointment, we will offer you a full refund.

Late attendances

We appreciate that sometimes there are unforeseen issues with travel arrangements. To provide the best possible service to all our patients, we ask you to contact us if you are running late on 01798 667151.

We will try our best to accommodate you but if your doctor is fully booked, your appointment may be shorter than scheduled and we will be unable to offer any refund.