



## **Clinic51 Booking & Cancellation Policy**

### **Bookings and Payment**

New Patient bookings can be made online from our website or over the phone. Full payment is required by card if booking online.

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

For all new and existing patient bookings done over the phone, full payment can either be made at the time of booking by card, or we will take your card details to secure the booking and payment will be taken in full two working days before your appointment.

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.

You can also choose to pay in three instalments through Klarna.

If you do not want to pay by card, you please need to tell us at the time of booking. We will issue an invoice and will require immediate payment by BACS.

Please note that Clinic51 does not accept cash or cheques.

### **Cancellations**

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.



If appointments are re-scheduled or cancelled at short notice within 72 hours of your appointment it means we are unable to re-use that time to support other patients and we still have to pay our doctors for their time.

If you know that you are going to be unable to attend an appointment we would appreciate you giving us as much notice as possible.

We will be pleased to cancel and reschedule any appointments at any time, without any penalty, up to 72 hours before your consultation and you will be eligible for a full refund.

**If we receive less than 72 hours notice of cancellation, this will incur a 100% cancellation levy equal to the full appointment charge.**

**Failure to attend your appointment will also incur a 100% cancellation levy equal to the full appointment charge.**

**If you reschedule your appointment with less than 72 hours notice, there will be a 50% administration charge and you will be charged in full when you do have your appointment.**