

## Missed Appointment & Cancellation Policy

As of date 01/01/2025 the following *Missed Appointment & Cancellation Policy* is in effect.

Your appointments are very important to our team. They are reserved especially for you. We understand that sometimes schedule adjustments are necessary. Due to the limited appointment availability, we request that you cancel your appointment with adequate notice.

Therefore, we request at least 2 business days' notice for cancellations and rescheduling of your appointment. This allows us to offer the available appointment time for someone in need.

Please note some treatments have their own specific cancellation policies which you will find in your appointment confirmation letter or treatment plan consent forms.

A missed appointment is defined as (a) an appointment that you do not show up for or (b) an appointment that you provided less than 2 business days notification to cancel or reschedule.

### **Cancellation Process**

We understand situations can arise in which you must cancel or reschedule your appointment. You may cancel by contacting us by:

- a. Phone: 08 6500 1565
- b. Email: [reception@subderm.com.au](mailto:reception@subderm.com.au)
- c. Replying to our SMS Appointment Confirmation message prior to appointment.

### **Please note, missed appointments will require**

1. Signed Deposit & Cancellation Consent Form
2. Deposit of \$100 which can be paid either in person or via telephone.

Thank you for your understanding

Kind regards,

Subi Derm Team