

Missed Appointment & Cancellation Policy

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.

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

You may cancel or reschedule by contacting us a **minimum of 2 business days** before your appointment:

- a. Phone: 08 6500 1565
- b. Email: reception@subiderm.com.au
- c. Replying to our SMS Appointment Confirmation message with a 'No'

You may be charged a cancellation fee of \$100 for all missed appointments.

If you decide to rebook, a deposit of \$100 will be required which can be paid either in person or via telephone.

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

Thank you for your understanding

Kind regards,

Subi Derm Team