



CANCELLATION POLICY

Once you have made an appointment and a Practitioner has been allocated to you, it is very difficult for us to fill your appointment by others should you cancel at short notice. Therefore, if you cancel an appointment within 24 hours of your scheduled appointment time or do not arrive to your appointment, you will be charged a cancellation fee (as detailed below) to cover our Practitioners lost time:

PRIVATE PATIENTS

We require at least 24 hours cancellation notice if you can no longer attend your appointment, otherwise you will be charged a 50% cancellation fee. This fee will need to be paid at your next appointment or over the phone if you do not re-book.

MEDICARE PATIENTS

We require at least 24 hours cancellation notice so if you can no longer attend your appointment or you do not arrive to your appointment you will forfeit your entire prepaid consultation fee.

If an appointment is cancelled more than 24 hours in advance and rescheduled - we will honour the prepaid consultation fee for the next appointment. If two or more appts are cancelled, you will forfeit your entire prepaid consultation fee.

NDIS PATIENTS

We require 48 hours cancellation notice (as per the NDIS service agreement) otherwise you will be charged 100% of your normal treatment fee.

Our reception team will send you a reminder SMS approximately 48 hours before your appointment. Firstly, please read the text to confirm the date and time, then if needed please contact us to reschedule. Please bear in mind that if you do not receive a SMS your appointment remains your responsibility for you to attend or reschedule with more than 24 hours notice.

Where REVIVE cancels an appointment due to operational reasons, the service will be rescheduled at no penalty.

You can contact us by email or phone (08) 9300 0841. Our reception team do not have the system capabilities to override missed appointments or waive fees - but if you have any concerns about the process, please contact us to discuss with the Practice Manager.

Please note our clinic operates in usual business hours. Communications received outside business hours will be logged at 9am on the following business day.

Thank you for your understanding.