



London DIETITIANS

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Cancellation Policy for London Dietitians

Our goal is to provide quality health care to all our patients in a timely manner. No-shows, late arrivals, and cancellations inconvenience not only our practitioners, but our other patients as well. Please be aware of our policy regarding missed appointments.

Appointment Cancellation

Appointments are in high demand, and your advanced notice will allow another patient access to that appointment time. When you book your appointment, you are holding a space in our calendar that is no longer available to our other patients. To be respectful of your fellow patients, and your practitioner, please contact London Dietitians as soon as you know you will not be able to make your appointment. If cancellation is necessary, the below outlines requirements for each appointment type:

NEW PATIENT APPOINTMENTS: We require a **MINIMUM 48 HOURS NOTICE** for cancellation. There will be a 100% charge for no-shows or late cancellations. Exceptional circumstances may apply.

FOLLOW-UP APPOINTMENTS: we require that you contact us **at least 24 hours in advance**.

How to Cancel Your Appointment

If you need to cancel your appointment, please call us on 07436263320 between the hours of 09:00 to 14:00. If necessary, you may leave a detailed voicemail message. We will return your call as soon as possible. Alternatively, you may send an email to info@londondietitians.com

Late Cancellations/No Shows

A cancellation is considered late when the appointment is cancelled less than specified period before the appointed time. A no-show is when a patient misses an appointment without cancelling. In either case, we will charge the patient 100% of the missed appointment fee. Exceptions may apply.