

Failed to Attend Policy

We know your time is valuable, especially during this challenging time.

Our Ear Nurses' time is also just as valuable.

We have a huge waiting list so if you are unable to attend your appointment, please give us a minimum of at least 4 hours notice so your appointment can then be given to another patient.

Patients who do not cancel within this time or are over 15 minutes late, will be classified as **Failed to Attend**.

If there are any circumstances beyond your control that prevented you from cancelling your appointment without sufficient notice, you should contact us immediately on 1300 260 750.

Failed to Attend Fees:

To secure your next booking we will require **full prepayment**.

- This prepayment is non-refundable and non-transferable.

