

# Cancellation Policy

Our Ear Nurses treat patients of all ages, and their time is just as valuable as yours.

Please arrive 5 minutes early to allow for parking and to fill out any documentation.

We have huge waitlists for appointments and ask that you give at least 4 hours notice to cancel your appointment so we can offer the appointment time to someone else.

If you are **running late**:

- Please call to notify our reception team as soon as possible.
- Patients are given a 10-minute leeway to attend their appointment.
- If you have attended late to your appointment, please expect your appointment to conclude at the originally scheduled time.

Patients who are **over 15 minutes late**:

- Your appointment will be cancelled and classified as **Failed to Attend**.
- Please refer to the *Failed to Attend* Policy for more information.

