



Cancellation Policy

At Reason Physiotherapy, appointment times are reserved specifically for you. We understand that sometimes changes are unavoidable and aim to be fair while ensuring the sustainability of our clinic.

Notice Period

- We require at least 24 hours' notice for appointment cancellations or rescheduling.
- Cancellations made with less than 24 hours' notice are considered late cancellations.

Late Cancellations

- Appointments cancelled within 24 hours of the scheduled time may incur a cancellation fee of 50% of the appointment cost.

Non-Attendance (Did Not Attend)

- Failure to attend an appointment without notice may incur a fee of up to 100% of the appointment cost.

How to Cancel or Reschedule

Appointments can be cancelled or rescheduled via online booking or by contacting the clinic by phone or email during business hours.

Exceptional Circumstances

We understand that emergencies and unforeseen circumstances occur. Cancellation fees may be waived at the discretion of the clinic in cases such as sudden illness or family emergencies.

Medicare, DVA & Third-Party Funders

- Cancellation fees are not claimable through Medicare, DVA, private health insurance, or other third-party funders.
- Any applicable cancellation fee will be the responsibility of the patient.

Repeated Late Cancellations

Repeated late cancellations or non-attendance may require pre-payment for future appointments or may impact the ability to book ongoing sessions.