



## **Hartpury Medical Centre**

Hartpury College  
Gloucester Road  
Gloucestershire  
GL19 3LE

1<sup>st</sup> of March 2021

### **Cancellation Policy**

We appreciate that occasionally you may need to cancel an appointment with us.

We ask that you give us at least 24 hours notice of cancellation by emailing

[Medical.Centre@hartpury.ac.uk](mailto:Medical.Centre@hartpury.ac.uk)

We are aware of how important your time is, and we appreciate that sometimes, unforeseen circumstances may result in short notice cancellation or non-attendance. Unfortunately, missed appointments will be charged in full, unless adequate notification is provided.

All missed appointments or appointments cancelled within 24 hours of the appointment will be charged in full. Missed appointments and late cancellation invoices have a 30-day payment term. If unpaid, this will remain on file and payment will be required before you can rebook another appointment.

If you arrive late for your appointment, we will do our best to deliver your full appointment but please bear in mind this may not be possible and your full appointment fee will still stand.