

## Synergy Healthworks Cancellation Policy

We understand that sometimes appointments need to be changed or cancelled. To help us provide timely care to all patients, we ask that you please follow our cancellation policy.

### Notice Period

If you need to cancel or reschedule your appointment, please provide **at least 24 hours' notice** prior to your scheduled appointment time.

### Late Cancellations

Appointments cancelled with **less than 8 hours' notice** (or the notice period required in your signed service agreement) will incur a cancellation fee equal to the cost of the consultation or class. This fee will need to be paid in full prior to attending any further consultations or classes.

### Missed Appointments (Non-Attendance)

If you do not attend your scheduled appointment and have not notified us in advance, a **non-attendance fee will apply**. This fee will need to be paid in full prior to attending any further consultations or classes.

### Late Arrivals

If you arrive late, we will do our best to accommodate you; however, your appointment may need to be shortened to avoid delays for other patients.

### Repeat Missed Appointments

Patients who repeatedly miss appointments may be required to **prepay for future bookings**.

### How to Cancel or Reschedule

Appointments can be cancelled or rescheduled by:

- Calling the clinic on (02) 69 213 390
- Emailing us at [reception@synergyhealthworks.com](mailto:reception@synergyhealthworks.com)
- Using our Pogozo App

We appreciate your understanding and cooperation.