

Cancellation, Rescheduling, Absences

If you wish to cancel or reschedule your appointment, please use the link below to submit your request to our team.

<https://questionnaire.semble.io/654e3652219e3c928a1feaf779f664386d86234c>

Cancellation:

You may cancel your appointment at any time. However, the following conditions apply:

- Cancellation 7 days before the appointment date a full refund will be made.
- Cancellation within 7 days of the appointment: A 10% administrative fee will be deducted from your refund.
- Cancellation within 72 hours of the appointment: A 70% fee will be deducted from your refund.

Refunds:

Refunds will be processed within 7-10 business days of receiving your cancellation request. The refund will be issued to the bank account details you provide in the above form.

Rescheduling:

We will do our best to accommodate your preferred date and time. However, please note that there is no guarantee we can arrange an appointment on the requested date. There is a waiting period of 3 to 4 weeks to arrange appointments, but we will book the earliest available slot wherever possible.

Tel: 01332316667

Email: contact@mindfulness-hs.com

Web: www.mindfulness-hs.com

156 High Road, Beeston, Nottingham NG9 2LN

Company Number: 11934493

VAT Registered: 329 879 441

If a rescheduling request is made within 72 hours of the appointment, we will charge 20% of the appointment fee.

Absence from Appointment:

We understand that unforeseen circumstances can arise. However, to ensure efficient use of our resources and provide the best possible service to all our patients, we have established the following policy regarding absences from scheduled appointments.

If you fail to attend the appointment without any prior notice, the full appointment fee will be charged.

We understand that emergencies happen. If you have a genuine emergency, please contact us as soon as possible and we will support you in the best way possible.

Prescriptions & Titrations

Please note that titration is not a refundable service. It is the patient's responsibility to submit the titration monitoring forms on a weekly basis.

Prescription Errors:

If there are errors on a prescription from the prescriber, a new prescription will be sent without any charges.

However, if the patient has failed to inform us of any address or other detail changes, they will be required to pay for a new prescription.

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Medication Stock Issues:

If there are medication stock-related issues that prevent the patient from getting the medication dispensed, they will have to pay for a new prescription.

Due to ongoing stock issues, we ask patients to confirm and check if there are stocks available in a pharmacy near them when filling out the choice of pharmacy form. It is the patient's responsibility to check this.