

OsteoscanUK Cancellation Policy

OsteoscanUK wants to support as many people as possible with their bone health needs. If appointments are cancelled at short notice or if a person does not attend their scheduled appointment, we are unable to use that appointment slot to help other clients. We are happy to try where possible to rearrange appointments, but we do need as much notice as possible.

Braunston Clinics:

If you book to see Mr Birch at his fulltime consulting rooms in Bragborough Hall, Braunston then full payment (£275) is required at the time of booking. If you need to cancel then the policy outlined below comes into place.

- **> 10 working days' notice** = swap to another clinic (where spaces available*) or refund of total fee paid less £15 admin fee
- **5-10 working days' notice** = clinic swap (where spaces available*) or refund of 75% total fee paid less £15 admin fee
- **2-4 working days' notice** = clinic swap (where spaces available*) or refund of 50% total fee paid less £15 admin fee
- **< 2 working days' notice** = no refund/no clinic swap
- **Non-attendance without notice** = no refund/no clinic swap

* *Please note: if a swap to another clinic (with availability) is chosen by the patient and there is a price differential between the price paid when originally booked and the current price of a scan appointment, then the balance is to be paid by the client at the time of rebooking of the clinic swap.*

Regional Clinics:

For Mr Birch's regional clinics a deposit system is in place. A non-refundable deposit of £50 is paid to initially secure your appointment, with the balance being due two months prior to the scan appointment. If you cancel before this two-month balance payment, the deposit is non-refundable.

Only when you have paid your full balance (two months prior to the clinic) and you need to cancel your scan appointment, our policy is as follows:

- **> 10 working days' notice** = swap to another clinic (where spaces available*) or refund of total fee paid less £15 admin fee
- **5-10 working days' notice** = clinic swap (where spaces available*) or refund of 75% total fee paid less £15 admin fee
- **2-4 working days' notice** = clinic swap (where spaces available*) or refund of 50% total fee paid less £15 admin fee
- **< 2 working days' notice** = no refund/no clinic swap
- **Non-attendance without notice** = no refund/no clinic swap

* *Please note: if a swap to another clinic (with availability) is chosen by the patient and there is a price differential between the price paid when originally booked and the current price of a scan appointment, then the balance is to be paid by the client at the time of rebooking of the clinic swap.*