



The Foot Clinic Group is committed to delivering the highest level of chiropody care. Appointment durations have been carefully determined for optimal treatment outcomes. Our policy aims to maintain treatment consistency when a patient arrives late.

- A patient may keep their appointment up to 10 minutes past the allotted time for standard treatments.
- After 10 minutes, the patient must reschedule, and the original appointment will be considered a no-show, enforcing the no-show policy.
- Emergency appointments and any 15-minute or less bookings are exempt from this rule, in these situations, a patient can be held on standby for the next available practitioner.

If an appointment is available immediately after the late patient's booking or another practitioner has a full appointment time, these options will be offered ahead of rescheduling.

Our policy for late patients is according to the number of minutes elapsed in an appointment:

- 1-5 Minutes: Shortened soak duration (if applicable) most appointments can be accommodated to maintain standards despite the shortened time.
- 6-9 Minutes: Any pre-appointment processes such as foot soaks are skipped, the patient is placed directly in the treatment chair, and there will be a slight reduction in appointment time.
- 10 Minutes: The appointment must be rescheduled; it is deemed a late cancellation/no-show

In any case, the patient may request a full rescheduling of the appointment to ensure full appointment times, if not we will try to accommodate in the remaining appointment time.

For appointments 15 minutes or less in duration, if a patient arrives after 10 minutes, they must wait on standby for the next available practitioner or rebook at their soonest convenience.

Thank you for your cooperation.

-The Foot Clinic Group

