



Wessex Foot Clinic

HCPC Registered Podiatrists

3 Station Road, Warminster, Wiltshire, BA12 9BR

01985 300498

wessex-foot-clinic@outlook.com

www.wessex-foot-clinic.com

FEES & POLICIES (updated Dec 2023)

CANCELLATION POLICY

You can cancel your appointments at any time.

You can cancel and reschedule your appointments at any time.

However, in both instances the following terms apply:

- Cancellations / rescheduling with MORE than 24 hours' notice (from your appointment start time) will not incur any cancellation fees
- If rescheduling a New Patient Appointment, please contact the clinic by phone or email on **wessex-foot-clinic@outlook.com** or **01985 300498**, to do this for you, otherwise the system will charge you twice for your appointment.
- Cancellations / rescheduling with less than 24 hours' notice will result in a cancellation charge of £15.00
- Missed clinic appointments (where the patient fails to turn up) will incur the cancellation charge of £15.00.
- If you are late* for your appointment then the clinician reserves the right to cancel and reschedule your appointment, and the cancellation charge will be due for the missed appointment. (*5 mins for short appointment slots, *10 mins for standard appointment slots).

LATE ARRIVALS POLICY

Appointment duration allows the appropriate time for procedures to be carried out to a high standard within a safe environment and for patient notes to be completed. Late arrivals hinder patient care, disrupt the clinician, and inconvenience other patients, so please arrive in time for your appointment.

A late arrival will result in either:

1. a reduced treatment within the remaining appointment time;
2. the cancellation and rescheduling of the appointment.

If you are more than 5 minutes late for short appointments or 10 minutes late for standard appointments, the appointment may be cancelled and rescheduled. All decisions are solely at the clinician's discretion.



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PAYMENT POLICY

Payment is due by the end of each appointment and can be made by cash, or debit card. Sorry, we are unable to take cheques. If you are paying for a relative's care and wish to organise payments, please contact the clinic for more information on bank transfers.

REFUNDS & PROCESSING FEES

- Any prepayments (minus the cancellation charge if applicable) can be refunded to you or held on account for you to use at a later date.
- Please note that all refunds incur a processing fee to cover the administration of the refund. This fee applies irrespective of the payment method.
- Please note refunds can take up to 10 days for the payment platform to process.

Amount Paid	Fee	Amount Paid	Fee
£000 to £99	£2.00	£400 to £499	£8.00
£100 to £199	£3.00	£500 to £599	£9.00
£200 to £299	£5.00	£600 and over	£10.00
£300 to £399	£6.00		

FAQs

If you have any other questions please email: wessex-foot-clinic@outlook.com, we would be happy to answer any queries.

Jackie Penrose

PG Dip BSc (Hons) RMCPod