

Appointment Cancellation Policy – Patient Information

This document explains MyPace's appointment cancellation policy. It outlines when appointments can be cancelled, any administrative fees that may apply, and how refunds are calculated.

Cancelling your appointment

Please familiarise yourself with the cancellation rules below. Fees are based on how close to the appointment time the cancellation is made and the percentage is that of the original appointment fee.

Time before appointment	Fee applied
72–48 hours	20% administrative fee applies
48–24 hours	30% administrative fee applies
Less than 24 hours	50% administrative fee applies

How to cancel

If you wish to cancel your appointment, please contact the MyPace Support Team using the contact details provided the foot of this policy. To ensure a timely response we recommend that you send your request to the team via email.

Appointment reminders

We send reminder notifications ahead of your appointment to help you understand key cancellation deadlines. Reminder timing depends on how far in advance your appointment was booked and may include notifications around 120 hours (5 days), 72 hours, 48 hours, and 24 hours before your appointment.

Important information

This policy applies to all MyPace patients. Administrative fees reflect clinical scheduling, clinician allocation, and administrative processing that has already taken place.

MyPace Contact Information

- ⌚ Phone lines: Monday–Friday, 09:00–12:00 & 13:00–15:00
- 📞 Phone: 01332 416486
- ✉️ Email: support@mypaceuk.com
- 🌐 Website: www.mypaceuk.com

Important: MyPace does not provide an emergency or crisis service. If your matter is urgent or you have a medical emergency, please contact NHS 111, your GP out-of-hours service, or if the situation is serious or life-threatening, call 999 or attend A&E. *If you are experiencing a mental health crisis, you can also contact your local NHS crisis line or Samaritans on 116 123.*