

## Appointment Rescheduling Policy – Patient Information

This document explains MyPace’s rescheduling policy for appointments. It outlines when appointments can be rescheduled, any fees that may apply, and what happens if an appointment is missed.

### Rescheduling your appointment

Please familiarise yourself with the rescheduling 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
Up to 48 hours	Free of charge
Between 48–24 hours	20% administrative fee applies
Less than 24 hours	40% administrative fee applies

### If you miss your appointment but still wish to proceed

When you contact us	Outcome
Within 24 hours	A 50% rebooking fee applies
More than 24 hours	The full fee is retained and a new booking is required

### How to reschedule

If you wish to reschedule your appointment, please use the rescheduling link provided in your booking confirmation email. The team will action your request in line with the fee structure in the above tables.

### Appointment reminders

We send reminder notifications to help you keep track of important 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. Each reminder explains which rescheduling or cancellation window applies.

### Important information

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