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### **Victoria Tower Medical – Cancellation Policy**

Victoria Tower Medical aims to provide timely care to all patients. To help ensure appointment availability and reduce waiting times, the following cancellation policy applies:

- Patients are required to provide a minimum of one (1) hours' notice to cancel or reschedule an appointment.
- Appointments cancelled or rescheduled with less than one (1) hours' notice, or failure to attend (Did Not Attend), will incur a \$50 cancellation fee.
- This fee is not claimable through Medicare.
- Outstanding cancellation fees must be paid prior to booking future appointments.
- Fees may be waived at the discretion of the practice in exceptional circumstances.

### **Patient Acknowledgment of Cancellation Policy**

I acknowledge that I have read and understood the Victoria Tower Medical Cancellation Policy. I understand that if I cancel or reschedule my appointment with less than one (1) hour's notice, or fail to attend my appointment, a \$50 cancellation fee will apply and that this fee is not Medicare rebatable.

Patient Name: \_\_\_\_\_

Date: \_\_\_\_\_

Signature: \_\_\_\_\_