

Aberdare Feet Cancellation Policy



Effective from 1st April 2026

We understand that plans can change. If you need to cancel or rearrange your appointment, please give us as much notice as possible. This helps us offer your appointment to another patient and keep our clinic running smoothly.

Cancelling or rearranging your appointment

Please give at least 24 hours' notice before your appointment start time. There is no cancellation charge when you give this notice. The same notice period applies if you wish to move your appointment to another date or time.

How to let us know

Call 01685 886400. If we cannot answer, please leave a voicemail with your name, appointment date and time, and a contact number. We use the time your message is received to calculate the notice period, including outside opening hours. Please do not rely on social media messages to cancel an appointment.

Late cancellations and missed appointments

If you cancel or rearrange with less than 24 hours' notice, or do not attend without letting us know, we may charge up to 50% of the agreed appointment fee. Any charge will be limited to our reasonable net loss, taking account of costs saved. We will try to refill the appointment and will not charge if another patient takes the slot. We will explain any charge before requesting payment.

Emergencies and unexpected circumstances

We recognise that sudden illness, emergencies and exceptional circumstances can prevent you from attending. Please contact us as soon as you can. We will consider individual circumstances and may reduce or waive a charge. If you are unwell and unsure whether to attend, please call us for advice.

Arriving late

Please contact us if you are running late. We will do our best to accommodate you, but may need to shorten or rearrange your appointment so that treatment remains safe and other patients are not delayed. If your late arrival means we cannot safely treat you, the missed appointment terms may apply, subject to the circumstances above.

If we cancel your appointment

If we need to cancel, we will contact you as soon as possible and offer another appointment. You will not be charged. Any payment for the cancelled appointment will be refunded, or transferred to a new appointment if you prefer.

Advance payments and reminders

Any advance payment will be credited towards your treatment. If you cancel, we will refund it after deducting only any charge due under this policy. We will not charge twice for the same loss. Appointment reminders are a courtesy; your booking remains valid if a reminder does not arrive.

We will make this policy and any applicable charges clear before you book. It applies to bookings made on or after the effective date and does not affect your statutory rights.