

Appointments and Cancellations Policy

Andrew Cook MSc RCST
Craniosacral Therapy

All appointments and cancellations are to be made through the clinic reception desk

Tel: 01603 665173 (Mon-Sat)

The receptionist will give you a card with the date and time of appointment.

Appointments are available :

Monday	0900 – 1800 (last appt 1630 or1700)
Tuesday	0900 – 2000 (last appt 1900)
Wednesday	0900 – 1730 (last appt 1630)

This occasionally varies, so please check with the clinic reception.

Fees : Appointments usually take 50 minutes, and (as from Feb 2008) are £40 and £24/half hour (£24 for babies and children under 16 regardless of how long the appointment lasts). A small number of concessions are available by negotiation (but the first appointment is still charged at the standard rate).

Minimum notice : If you wish to cancel an appointment, we require at least 1 working day (minimum 24 hours) notice by speaking directly to the receptionist. Although we make every effort to check clinic emails and answerphone, we need at least 36 hours notice if cancellation is made by these methods. Monday appointments must be cancelled before 430pm Friday.

Late cancellation charges :

50% of the standard appointment fee

Exceptions to this are : emergency hospital admission and family bereavements, when no cancellation fee is payable (but please phone us and let us know!) A late cancellation fee may be waived if there are spare appointments available and the appointment is rebooked within the same working week.

Complementary Health Care Clinic
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