

As of 1st June 2025

At Bodylogics we are always reviewing and refining our policies to ensure we create value for the patient and fairness for our staff. Please see below our cancellation policy.

Appointment Cancellation/Rescheduled/No Show Policy

Our goal is to provide quality individualised care in a timely manner. “No Shows” and late cancellations inconvenience those individuals who are in need of medical treatment. We would like to remind you of our clinic policy regarding missed appointments.

Cancellation or Rescheduling of an Appointment

In order to be respectful of the needs of other patients, please call Bodylogics promptly if you need to cancel or reschedule your appointment. We require that you call twenty-four (24) hours in advance of a working day* or email us to cancel or reschedule. Appointments are in high demand, and your early cancellation will give another person the possibility to receive care in a timely manner. Please note that you cannot reschedule an appointment within 24 hours of it due to take place. This would be categorised as a cancelled appointment due to it falling outside the 24 hour period required for us to be able to fill with another patient.

*Please note that Sunday does not count as a working day and the deadline for receiving Saturday cancellations is 2:00pm.

As a courtesy, we will email you forty-eight (48) hours in advance to confirm your appointment and also twenty-four hours before via SMS. If you are not able to keep your appointment, we will be happy to reschedule it for you. Please do give us 24 hour advance notice of a working day to cancel or reschedule. Failure to do so will result in the full fee being charged (for cancellations and rescheduled appointments - please see information above for full overview of the terms).

*Please note that Sunday does not count as a working day and the deadline for receiving Saturday cancellations is 2:00pm.

No Show Policy

A “No Show” is someone who is not present at the time of their scheduled appointment and has not provided adequate notification. We understand that emergencies may occur, however, when you do not call to cancel an appointment, you are preventing another patient from getting much needed treatment.

Charge for Late Cancellations, Late Rescheduled and No Show's

Failure to give 24 hour advance notice (of a working day*) of a cancellation or rescheduled appointment or being a “No Show” will result in a non-refundable administrative charge of the full cost of treatment.

*Please note that Sunday does not count as a working day and the deadline for receiving Saturday cancellations is 5:00pm.

This applies to verbally booked appointments as well as those booked online. Part of our policy and terms is that you agree to have your card details held on file. Your account will automatically be charged if you fail to notify us before the 24 hour period for your appointment.

For those who are seeing us via private healthcare, your fee will not always be covered by your insurance company and it would be your responsibility to settle the outstanding amount. If you have any questions regarding this policy, please ask our staff and we will be glad to clarify your questions.

We thank you in advance for your cooperation and understanding.

By booking with Bodylogics you are doing so on the understanding that you have read our cancellation policy.

