Adapt Movement
Effective Date: 11/04/2026

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1. Purpose

At Adapt Movement, we aim to provide timely, high-quality care to all patients. Appointment times are reserved specifically for you.

As a private clinic, late cancellations and non-attendance impact:

- access to care for other patients
- clinician availability
- and the sustainability of our service

This policy ensures fairness, respect for clinician time, and the ability to offer appointments to those who need them.

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2. Cancellation Timeframes & Fees

We require a minimum of **24 hours' notice** for any appointment changes.

Late Cancellation

- Cancellation made **between 12 and 24 hours** before the scheduled appointment
- **Fee: 50%** of the appointment fee

Late Cancellation (<12 hours)

- Cancellation made **less than 12 hours** before the appointment
- **Fee: 100%** of the appointment fee

Non-Attendance (No-Show)

- Failure to attend an appointment without notice
- **Fee: 100%** of the appointment fee

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3. How to Cancel or Reschedule

- **All cancellations within 24 hours must be made via phone call to the clinic**
- If the call is not answered, **leaving a voicemail will be accepted as valid notice**
- If contacting the clinic outside of business hours, leaving a voicemail will be accepted as valid notice.

Cancellations made more than 24 hours in advance may be completed via phone, email, or other available methods.

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4. Payment of Fees

Late cancellation and non-attendance fees will be applied in accordance with this policy.

- Fees must be **paid prior to or at your next appointment**
- Outstanding fees may need to be settled before future bookings can be confirmed

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5. Patient Responsibility

Patients are responsible for:

- managing and attending their scheduled appointments
- providing adequate notice if changes are required

Appointment reminders are provided as a courtesy only and should not be relied upon as the sole reminder.

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6. Clinic Commitment

At Adapt Movement, we value your time and aim to provide the same level of respect that we ask of our patients.

If we need to make a change to your appointment within 24 hours, your next appointment will be provided at no cost.

This does not apply in situations outside of our control, including clinician illness, emergencies, or unforeseen circumstances.

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7. Exceptions

We understand that unexpected situations can arise.

In genuine and unforeseen circumstances, exceptions may be considered. These will be assessed on a case-by-case basis at the discretion of the clinic.

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8. Acknowledgement

By booking an appointment with Adapt Movement, you acknowledge and agree to this policy.