

Cancellation Policy

At Revitalise ME Clinic, we are committed to providing high-quality, expert services. In order to maintain the best possible service for all our clients, we ask for your understanding and cooperation in adhering to our cancellation policy.

Cancellation Notice

We require at least 48 hours' notice if you need to cancel or reschedule your appointment.

For appointments scheduled on a Saturday, we must receive notification before 11am on the preceding Thursday, due to the clinic being closed. This allows us to offer your appointment slot to other patients in need and for charges not to be incurred.

Late cancellation and Non-Attendance Fees

1. Less than 24 hours' notice or no-show: A 100% cancellation fee of the appointment charge will apply.
2. More than 24 hours' notice but less than 48 hours: A 50% cancellation fee of the appointment charge will apply.
3. If you have booked and paid online through our phorest booking system the above terms apply and when creating an account you have agreed to these terms. (copy available upon request)

Booking Fee to Secure Appointments

Booking fee will be taken for all services via phone, in clinic or through our booking online system phorest.

Charges will be incurred if cancellation policy is not followed and in the event of a no show booking fees are retained.

We appreciate your understanding and cooperation.