TAYSIDE COMPLETE HEALTH
SPECIALIST CARE WHEN YOU NEED IT

Cancellation Policy: Self Pay Appointment Bookings. As of July 2026

Whilst we understand that on occasion you will be unable to attend for your clinic appointment with Tayside Complete Health, we are facing an increasing number of patients failing to attend therefore, we have had to introduce a Fair Use cancellation policy.

- **At the time of your booking you will be asked for full payment in advance to secure your appointment. All bookings include a nonrefundable component. Please carefully review the following criteria and exceptions.**
- **If you cancel your appointment we will apply our cancellation policy.**
- **Rescheduling is generally permitted without charge; however, we operate a Fair Use Policy and reserve the right to apply fees for short notice changes or repeated rescheduling**
- **Cooling off period – where you choose to book an appointment scheduled to take place within this 14-day period, you will be deemed to have expressly requested that we provide the services withing the cooling-off period.**
  - **By making such a booking, you acknowledge and agree that:**
    - **You request that the services begin before the expiry of the 14-day cooling-off period**
    - **You will lose your right to cancel without charge once the services have been fully performed**

  For the avoidance of doubt, where an appointment is arranged on our premises, no statutory cooling-off period applies

For all self-paid new and return consultation appointments - Vaccinations and Bloods			
		Reschedule	**Cancel**
Up to 7 working* days from time of appointment	Vaccinations	Usually no charge*	50% Administration charge
	Bloods	Usually no charge*	30% Administration charge
7 working* days from time of appointment	Vaccinations	Usually no charge*	100% Non-refundable
	Bloods	Usually no charge*	100% Non-refundable

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For all self-paid new and return consultation appointment booking made by telephone and or/online costing **less than £750** in total **but excluding procedures & scans**		
	Reschedule	**Cancel**
8 to 4 weeks from time of appointment	Usually no charge*	£55.00 Administration Charge
4 weeks & up to 7 "Working Days" from time of appointment		£100 Administration Charge
7 "Working Days" from time of appointment	Usually no charge*	100% Non-refundable

For all self-paid new and return consultation appointment booking made by telephone and or/online consultations costing **more than £750 in total** **but excluding procedures & scans**		
	Reschedule	**Cancel**
8 to 4 weeks from time of appointment	Usually no charge*	£80:00
4 weeks & up to 7 "Working Days" from time of appointment		£150 Administration Charge
7 "Working Days" from time of appointment	Usually no charge*	100% Non-refundable

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For all self-paid procedures & investigations - but excluding scans & Infusions		
	Reschedule	**Cancel**
More than 7 "Working Days" from time of appointment	Usually no charge*	70% Administration charge of the cost of procedure or investigation
7 "Working Days" from time of appointment	Usually no charge*	100% non-refundable

Definition of Working Days

***'**Working Days'* means Monday – Friday excludes weekends & some public holidays in Scotland

For all Scans/Infusion Services Bookings

We ask for full payment at the time of booking scans (MRI, CT, and Ultrasound) and infusions.

Due to the upfront costs required to be met by the practice, **these are 100% non-refundable if you cancel at any point from the point of booking.**

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Rescheduling - Fair Use Policy

* We will make every effort to rearrange appointments where possible. However, if a mutually convenient alternative date cannot be agreed, our cancellation fees will apply, definition of Fair Use as outlined below:

- Repeated rescheduling the appointment more than twice in 3 months.
- **Very short notice** (within 48 hours) of the appointment where such appointment is for a consultation only.
- Where such appointment involves MRI/CT scans, procedures involving prep time, specialist staff, or equipment, or infusions very short notice will extend up to (five days) in advance of the appointment.

Exceptional Circumstances

We recognise that, on occasion, there may be exceptional circumstances requiring short-notice appointment cancellations. Please inform us as soon as convenient so that we can assess any applicable charges, which will be considered on a case-by-case basis.

Refunds

1. In the event that a refund is due, we will refund these amounts by electronic transfer only to the cardholder or person who made the original payment.
2. Please note that it may take between 7 and 10 Working Days* (see definition of Working Days)for the refund to appear on your bank statement. Additionally, please be aware that we do not issue refunds in cash.
3. If an individual consultant deems it appropriate to provide a refund of their fee, please be advised that an administrative charge will remain applicable. This charge covers any upfront costs incurred by Tayside Complete Health.
4. Should Tayside Complete Health need to cancel your appointment due to any circumstances beyond our control, you will be contacted promptly to reschedule at a mutually convenient time. If we are unable to offer a suitable alternative appointment, or if the rescheduled appointment is not convenient for you, you will be entitled to a full refund of any fees paid. Refunds will be processed using the original method of payment.