



Clinic Name: **Turra Physio Therapy**

Clinic Address: 45 Forglen Crescent, Turriff, AB53 4NW.

Treating Clinician: Ross Conniffe-Jones

To book an appointment please call us on **07354 471470** or email **hello@turraphysio.co.uk**

Cancellation Policy for Individuals

Turra Physio requires 24 hours-notice to re-arrange appointments.

If you need to re-arrange an appointment, please give us a minimum of 24 hours notice.

You can contact us to advise us of a change by **telephone 07354 471470** or by **email hello@turraphysio.co.uk**. Out of normal working hours there is an answerphone for you to leave a message.

We are aware that due to the nature of our service, some individuals will have to cancel with short notice, however, we must treat all clients the same and with less than 24-hours-notice we are unlikely to fill that appointment slot.

Therefore, failure to provide 24 hours notice of a cancellation for any reason will incur a late cancellation charge for full the cost of the appointment (£75 for an initial appointment, £60 for a follow-up appointment)

Clinic Appointments

If you are late for your scheduled appointment, your time allocation will be impacted. If you are over 15 minutes late for your appointment it may be necessary to book a further appointment to complete your initial assessment or planned treatment session. You will be charged for the session that you booked as per the cancellation policy). This is to ensure that you receive a comprehensive and effective intervention and service.