
Cancellation Policy – 24 Hours

To help us offer appointments to other patients and manage our practitioners' time fairly, we kindly ask for at least 24 hours' notice if you need to cancel or reschedule.

Cancelling or rescheduling

If you give at least 24 hours' notice, there is no cancellation fee.

You can cancel or reschedule using your booking confirmation link, WhatsApp, SMS, phone (07888841502) or email (admin@xuclinic.co.uk).

Late cancellations and missed appointments

Cancellations made with less than 24 hours' notice, or missed appointments without notice, will incur a charge of 100% of the appointment fee, as we may be unable to offer the appointment time to another patient.

Any payment made in advance will be retained towards the cancellation charge. If you have not paid in advance, the fee will be charged to the payment card held on file.

Unexpected circumstances

We understand that illness and unexpected situations can arise. If something prevents you from attending, please contact us as soon as possible.

We will consider individual circumstances sympathetically and may, at our discretion, offer a reduced cancellation fee.

Rebooking after a late cancellation

Any outstanding cancellation charge must be settled before a new appointment can be booked.

Thank you for your understanding and for helping us make appointment times available to patients who need them.

By booking an appointment, you acknowledge and agree to these cancellation terms.