

Osteoscan UK – Booking, Payment & Cancellation Policy

Effective from 1st January 2026

At Osteoscan UK, we are committed to supporting as many people as possible with their bone health.

Our clinics operate on carefully planned schedules, and late cancellations or non-attendance unfortunately mean that another client may miss out on an appointment.

We appreciate your understanding and support.

Booking & Payment Terms

- A £50 non-refundable deposit is required at the time of booking to secure an appointment.
- The full balance is due no less than 10 weeks before the scheduled clinic date.
- If booking within 10 weeks of the clinic date, full payment is required at the time of booking.
- The appointment is confirmed once the relevant payment has been received.
- If full payment is not received 8 weeks before the appointment date, the appointment will automatically cancel.

Cancellation, Refund & Clinic Swap Policy

(Effective only once the full balance has been paid)

More than 6 weeks' notice:

- Options available:
 - A transfer to another clinic (subject to availability*), or a full refund minus a £20 administration fee
- Please note: the £50 deposit remains non-refundable.

Between 4- and 6-weeks' notice:

- Options available:
 - A transfer to another clinic (subject to availability*), or a 50% refund minus a £20 administration fee
- Please note: the £50 deposit remains non-refundable

Less than 4 weeks' notice:

- Clinic swap only, where availability allows.
- No refunds will be offered within this period.
- The £50 deposit remains non-refundable.

Non-attendance

- No refund and no clinic swap will be offered.

Extenuating Circumstances

We do understand that unexpected life events and medical situations may arise.

All cancellation requests outside of the above policy will be reviewed individually where there are genuine extenuating circumstances.

We always aim to be fair, compassionate, and reasonable wherever possible.

Important Notes

- The £50 booking deposit is always non-refundable, regardless of when cancellation occurs.
- If the option to transfer to another clinic is requested and the current clinic price is higher than your original booking, the difference will need to be paid at the time of rebooking.
- All clinic swaps are subject to availability.