

OsteoscanUK Cancellation Policy

OsteoscanUK wants to support as many people as possible with their bone health needs. If appointments are cancelled at short notice or if a person does not attend their scheduled appointment, we are unable to use that appointment slot to help other clients. We are happy to try where possible to rearrange appointments, but we need as much notice as possible.

Should you do need to alter your scan appointment our cancellation policies are as follows:

- **More than 7 days' notice** = swap to another clinic (where spaces available)* or refund of fee paid less £10 admin fee
- **5-7 days' notice** = clinic swap (where spaces available)* or refund of 75% fee paid less £10 admin fee
- **2-4 days' notice** = clinic swap (where spaces available)* or refund of 50% fee paid less £10 admin fee
- **< 2 days' notice** = no refund
- **Non-attendance without notice** = No refund

* Please note: if a swap to another clinic (with availability) is chosen by the patient and there is a price differential between the price paid when originally booked and the current price of a scan appointment, then the balance is to be paid by the client at the time of rebooking of the clinic swap.