

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 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 72 hours' notice = swap to another clinic (where possible) or refund of fee paid less £10 admin fee

48-72 hours' notice = clinic swap (where possible) or refund of 75% fee paid less £10 admin fee

24-48 hours' notice = clinic swap (where possible) or refund of 50% fee paid less £10 admin fee

Less than 24 hours' notice = no refund; a Covid Credit Voucher will be available on receipt of a validated Covid-19 test result (PCR or Rapid Antigen Lateral Flow) or NHS Test & Trace app notification to self-isolate

Non-attendance without notice = No refund

Our Covid-19 Cancellation Policy

In the current circumstances, we fully understand that symptoms of Covid-19 can develop unexpectedly or you might have been in contact with an infected person and need to self-isolate for a few days.

If you cancel because you have a positive Covid test within 24 hours of your appointment, or because the NHS Test and Trace App has notified you to self-isolate, we will not be able to refund the fee paid. However, on production of proof of a positive test result (PCR or Rapid Antigen Lateral Flow from a UK Government accredited test organisation) or a copy of the NHS Test & Trace app notification to self-isolate, we will issue a credit voucher that can be used at a clinic of your choice. The voucher will be redeemable for 12 months from the date of issue after which it will lapse.

Jan2022