

## Patient Terms – Refund & No-Show Policy

We want to make sure you understand how refunds and cancellations work when using our platform.

1. If you miss your physiotherapy appointment without cancelling, you won't get a refund.
2. If you cancel more than 24 hours before your appointment, you'll get a full refund.
3. If you cancel less than 24 hours before your appointment, no refund will be given.
4. If your physiotherapist does not attend, you will get a full refund.
5. If your doctor misses a consultation, you will also get a full refund.
6. If you arrive late, your session may be shorter, but no partial refund will be given.
7. If you are more than 15 minutes late and the session cannot continue, it will be treated as a no-show.
8. If your doctor booked a physiotherapist on your behalf, refunds (if any) will go back to the doctor unless you take over payment later.
9. If there's a system error or double booking, we'll refund you in full.
10. If you disagree with a refund decision, please contact support and we'll review it.