

CANCELLATION POLICY

Our Cancellation Policy – 3 Strike System

At Podi Footcare, we know life can be unpredictable and sometimes things come up.

We kindly ask for **at least 1 days notice** if you need to cancel or reschedule, so we can offer your appointment time to another patient in need.

To keep things fair for everyone, we use a simple 3 strike system:

- **First Missed Appointment:** No charge. We'll just ask for a **50% deposit** when booking your next appointment.
- **Second Missed Appointment:** A **50% cancellation fee** will apply, and a **50% deposit** will be required for your next appointment.
- **Third Missed Appointment:** A **100% cancellation fee** will apply, along with a **50% deposit** for future bookings.

👉 If a patient exceeds 3 strikes, all future appointments must be secured with a 100% deposit.

👉 Deposits go toward your appointment fee when you attend as scheduled.

We understand emergencies happen—if something beyond your control prevents you from attending, please let us know as soon as possible and we'll do our best to support you.

Thank you for helping us keep our clinic running smoothly and ensuring all patients have access to timely care.