



Dear Myotherapy & Remedial Massage Therapy Clients

When booking your appointment with one of our Myotherapists at RISE HEALTH GROUP, this time has been reserved especially for you. We understand that sometimes you need to change your schedule. Due to the length of appointments and the disruption to patient care that cancellations can cause, you must give us 24 hours notice so that someone else may make use of the appointment time, particularly as we often have a waiting list at peak times.

Therefore if you choose to pre-book your appointment at Rise Health Health Group we will hold your credit card details on our secure medical records site and the following policy will be applied:

1. 24 hour notice must be given to cancel or adjust the timing of any booking.
2. When less than 24 hours, 50% of the full treatment fee will be charged.
3. Appointments cancelled, changed within 4 hours or non attended appointments will incur a full fee.
4. Alternatively if you do not have a credit card pre payment of 50% must be made at the time of booking either over the phone or in person. The 50% will be applied to your account to use on the day of your appointment or future Myotherapy appointments.

We ask that you arrive at least 10 minutes early to ensure you have time to relax and the appointment starts on time. If you've never visited us before, you will be required to complete a Client Consultation Form.

You will be sent a confirmation email shortly after booking your appointment. This email will outline your appointment details including treatment(s) requested and other important information - please read it carefully.