



Policy Statement

Service User Late Cancellation & No-Show Policy

Our Commitment

As a charity, our mission is to provide high-quality, specialised neuromuscular physical therapy—free at the point of use. We are independent of the NHS and rely on voluntary donations and grants for funding. While we seek NHS funding where possible, it is not guaranteed.

To keep our services running smoothly, we must carefully manage clinician schedules. Last-minute cancellations and missed appointments disrupt operations and prevent others from accessing care.

Why Cancellations Matter

- Each hourly therapy session costs the charity over £100.
- Appointments cancelled **less than 48 hours in advance** or missed entirely are difficult to rebook, leading to wasted resources.
- Our policy ensures fairness and sustainability, helping us support as many service users as possible.

Types of Cancellations & Our Response

Core Therapies – free at point of use

1. No-Shows

If a service user does not attend their appointment and fails to notify reception in advance, this is a **"No-Show."**

- The service user may become ineligible for therapy for **eight weeks**.
- Existing bookings may be cancelled.

2. Late Cancellations

A cancellation made **less than 48 hours** before an appointment is considered **"late."**

- **Frequent late cancellations** (2 consecutive or 3 within six months) may result in an **eight-week ineligibility period**.

Subsidised Therapies – requiring payment (Complementary and others)

For therapies that require payment (subsidised by the charity):

- **No-Shows:** Payments will be treated as a **donation** to cover booking administration and therapist costs.



- **Late Cancellations:** Payment will be **credited** for a future appointment (valid for four weeks). If the rescheduled appointment is cancelled again, the payment will be treated as a **donation**.

Your Cooperation Matters!

By providing timely cancellations, you help ensure that as many people as possible receive the care they need.

Acknowledgment

By accessing therapy services, you acknowledge and agree to comply with MDSC 's Late Cancellation and No-Show Policy and accept its terms and conditions.