**BCOM Clinic Cancellation Policy**

We look forward to seeing you but if you are unable to attend your appointment for any reason, please let us know 24 hours before your appointment. This is so we can offer your appointment to someone else. Our cancellation policy is that **2 consecutive appointments that have either been cancelled** with less than 24 hours’ notice or you have failed to arrive, will require a full payment in advance for any further bookings or you will be discharged from our care.

You can contact us at [appointments@bcom.ac.uk](mailto:appointments@bcom.ac.uk) or call us on 020 7435 7830.  
  
**Coronavirus additional information**: we request that you do not attend your appointment if you are supposed to be self-isolating, in quarantine after foreign travel or if you have any of the key Covid-19 symptoms (temperature, new continuous cough, loss of taste or smell).

We would be happy to re-schedule your appointment for you if you cannot attend due to Covid-19.