Cancellation policy

Consultation:

Dr Turner’s time is just as valuable as yours therefore you are required to pre pay the consultation fee of $350 at the time of making your appointment to ensure that adequate time is allocated to discuss your desired procedure.

If we receive notice of cancellation more than 48 hours in advance, we will offer a full refund.

If notice of cancellation is given within 48 hours of the scheduled consultation, then the full amount will be forfeited.

There is no fee for rescheduling your appointment.

Surgery:

As you can imagine a lot of planning and coordinating goes into organising hospital theatre time, staffing and equipment for your surgery therefore we require a deposit of $1000 at the time of booking. This fee is to secure the date and hospital of your choice.

The surgery deposit is non-refundable if less than 2 weeks of notice of cancellation is given.

If more than 2 weeks’ notice is given, we will offer a full refund.

The remaining balance for surgeon fee and the full anaesthetist fee is then due no later than 2 weeks prior to your scheduled surgery.

The full balance for the surgery and anaesthetist fee is non- refundable if less than 2 weeks’ notice of cancellation is given.

If more than 2 weeks’ notice of cancellation is given we will offer a full refund.

Failure to turn up for surgery on the day will result in the patient forfeiting 50% of the surgeon’s fee, 50% of the anaesthetist fee and 50% of the hospital fee.