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The Ottawa Clinic Cancellation Policy

Cancellation of Appointment Policy

If it is necessary to cancel your scheduled appointment we require that you give us 24 hours notice. Appointments are in high demand and this will allow us time to offer the appointment spot to another person rather than have it wasted.

How to Cancel Your Appointment

Please call 613-729-1616 option 2 at least 24 hours prior to scheduled appointment.

Late Cancellations

Late cancellations will be considered broken/ no show appointments.

Broken/ No Show Policy

A Broken/ No show is an appointment that has been missed without the requisite 24 hour cancellation.

This will result in a \$100 fee that will need to be paid prior to rebooking of appointment.

Cancellation of Surgery Policy

- Any surgery cancelled more than one month (4 weeks) prior to scheduled surgical date is entitled to a full refund.
- Any surgery cancelled between 2 and 4 weeks prior to surgical date is entitled to a refund of 80 percent of the full amount with 20 percent of the full amount (administrative fee) being non-refundable.
- If the surgery is cancelled less than 2 weeks prior to surgical date the entire amount is non-refundable but 80 percent can be used as credit toward rebooking of surgery within 6 six months of cancellation.

*** PLEASE NOTE COMPASSIONATE GROUNDS WILL ALWAYS BE GIVEN DUE CONSIDERATION.**