

Cancellation Policy

At The Injury Clinic, we strive to provide you with the highest quality of care and attention during your sports massage sessions. To ensure that we can maintain our standards and operate an efficient service for all our clients, we have established the following cancellation policy:

Cancellation Notice

We kindly ask that you provide a minimum of 12 hours notice if you need to cancel or reschedule your appointment. This helps us to manage our schedule effectively and allows us the time needed to offer the slot to other clients who may be waiting for an appointment.

Cancellation Fees

If a cancellation occurs within 12 hours of your scheduled appointment, we will require the full cost of the session to be paid. This policy is in place to help us navigate the challenges of last-minute cancellations, as it becomes increasingly difficult to fill appointment slots on short notice.

Rebooking Options

Understanding that circumstances can change unexpectedly, we have implemented a cancellation list. If you find that you must cancel your appointment, please let us know as soon as possible. If we are able to fill your spot from our cancellation list, we will waive the cancellation fee. We truly appreciate your understanding as we work to serve all our clients to the best of our ability.

Consideration for Personal Circumstances

We recognise that life can be unpredictable. We will always take your personal circumstances into consideration with each cancellation. If you have an extenuating situation, please feel free to discuss it with us, and we will do our best to accommodate your needs.

Thank you for your cooperation and understanding. We look forward to continuing to support your health and wellness journey at The Injury Clinic.

Warm regards,



Nina Fistic

Founder and Clinic Lead