THE SKIN CANCER INSTITUTE

Cancellation Policy

If you need to cancel or rearrange an appointment, please give us at least 48 hours' notice.

We understand that circumstances can change and that you may occasionally need to cancel or rearrange an appointment.

This policy covers skin checks and screening appointments, consultations, and surgery.

We ask that you give us at least 48 hours' notice if you need to cancel or reschedule. The same notice applies to every appointment, including surgery.

Appointments cancelled or rearranged with less than 48 hours' notice, and appointments that are not attended, are subject to the full appointment fee. Where you have already paid, a refund may not be available. Where you have not yet paid, an invoice for the appointment fee will be sent to you at the point of cancellation if the appointment cannot be rescheduled.

Where the required notice is given, any payment made in advance will be refunded, or transferred to your rearranged appointment, as you prefer. Refunds are processed to the original payment method within 5 to 10 working days. Where clinical services have already been provided, refunds may be limited in accordance with the Consumer Rights Act 2015 and UK consumer law.

If you are unable to attend because of unforeseen circumstances, please contact us as soon as you can. We will consider the circumstances individually.

The quickest way to cancel or rearrange is through the Patient Portal, where you can also view your appointments, invoices and payment history. You can also reach us by email or telephone. Payments appear on your bank or card statement as “TSCI”.

HOW TO CANCEL OR REARRANGE

Patient Portal — the quickest way. View and change your appointments, and see your payment history.

Email · enquiries@skincancerinstitute.co.uk

Telephone · 020 3514 2995, 9am to 5pm

We aim to respond to all enquiries within 1 to 2 working days.

Giving us enough notice allows us to offer the appointment to another patient and helps us maintain timely access to specialist care.