

Terms & Conditions

- Patients are responsible for payment of their accounts, and these must be settled on the day of the appointment.
- 48 hrs notice is required for cancellations. Failure to attend an appointment, or cancel with less than 48 hrs notice, will incur a fee of 70% of the appointment cost. This is not covered by DVA or the TCA program.
- Patients are asked to please cancel their booking if they may have potentially been exposed to COVID-19, are currently unwell or experiencing cold or flu like symptoms.
- There are no refunds or returns on products purchased from Mandurah Pelvic Health due to infection control.
- Personal information will be used by Mandurah Pelvic Health to make HICAPS and/or Medicare claims on a patient's behalf. All personal information is managed in accordance with our Privacy Policy.
- Patients are responsible for completing their home exercise program as prescribed by the physiotherapist, as it is an integral part of their Physiotherapy care.

Please be aware we have long wait times for appointments, and we have a substantial list of people waiting for the opportunity to receive Pelvic Health Physiotherapy.

Be courteous to others by being organised with your appointments and attending on time.