

Dr Alison Roberts' Clinic - Automatic Cancellation Policy

(commencing 08/02/2026)

All appointments in Dr Roberts' clinic need to be confirmed by the below deadlines. The required prepayment must also be paid by the below deadlines. Failure to meet either of these requirements will lead to the automatic cancellation of the booked appointment with the then available appointment being offered to a patient on Dr Roberts' waitlist.

Please note that EFTPOS is no longer an available prepayment method. As such, all prepayments must now be made via bank transfer to Dr Roberts' business account, the details of which are documented below. Please email a screenshot of the bank transfer receipt for your prepayment to reception@drar.com.au as proof of payment.

Bank Account Details

- Account Name: Alison Roberts
- BSB: 638-060
- Account Number: 14706210

Please note that Dr Alison Roberts' clinic business hours are limited being 9am to 1pm Monday to Thursday. Given this, the deadline for confirmations of an appointment and prepayment are all due during the week prior to the appointment.

Please also note that in the case of public holidays, the deadline will move 1day earlier for every public holiday between the deadline and the booked appointment (ie. If the appointment is on a Monday but both Wednesday and Thursday are public holidays then the deadline will be 12pm midday on the prior Monday etc.).

CLINICS	CONFIRMATION & PREPAYMENT REQUIRED BY
Monday Telehealth Clinic	12pm Midday on the prior Wednesday
Tuesday Telehealth Clinic	12pm Midday on the prior Wednesday
Wednesday Telehealth Clinic	12pm Midday on the prior Thursday
Thursday Telehealth Clinic	12pm Midday on the prior Thursday