

# Frequently Asked Questions

## **1. Do you have parking?**

We have no parking on site. But there is nearby parking that is free for the first 30mins, and it is £1 for 1 hour of parking.

## **2. I am disabled, is there a blue badge parking space?**

Yes, there is 1 pre-bookable blue badge disabled parking space available free of charge. However, you will need to call in advance to book this space - give us a ring or email us.

## **3. Where are you located?**

Our address is: Ashdown Clinic Ltd, 81 High St, Potters Bar EN6 5AS. We are 4 minutes away from the M25 interchange.

## **4. How do I book an appointment?**

You can either give us a ring on 01707 659978, or book directly online through our Jane app website: <https://ashdownclinic.janeapp.co.uk>

## **5. Can I use my health insurance?**

If you would like to use your health insurance, please ensure that you have phoned your healthcare provider in advance of your appointment and provided them with the clinic name, Ashdown Clinic and also check with them that the treatment you are looking to have is covered by your policy. If you are going to use your health insurance to claim for your treatment, please ensure that you have all your policy details including membership number/authorisation code, how many sessions have been approved and know what your policy excess is. Click the relevant healthcare provider from the dropdown list of services if offered.

## **6. I am a new patient, what do I need to do before booking?**

Please complete the intake form prior to your appointment as this will assist the practitioner and save time at the appointment.

## **7. I need to reschedule, what do I do?**

Please use your online Ashdown Clinic patient portal to reschedule, cancel or request additional appointments. If you wish to cancel with less than 24 hours notice, you will not be able to cancel this online. Please call the clinic.

## **8. What is your cancellation policy?**

Please be aware that we have a 24 hours cancellation policy. If you wish to cancel or reschedule you can do so within 24 hours' notice via the patient portal or by calling the clinic. Patients who provide less than 24 hours notice, or miss their appointment, will be charged the full fee.

### **9. I am unwell, should I attend my appointment?**

We continue to ask that if you are showing any signs of being unwell, you reschedule your appointment.