



Cancellation & Lateness Policy

We understand that on some occasions that appointments need to be changed or cancelled.

We kindly ask that you provide us 48 hours notice for any cancellations or amendments that needs to be changed on your booking.

Appointments cancelled or amended outside of the 48 hour time frame, will result in you being charged 50% of total treatment costs.

Should you unfortunately fall sick on the day of your appointment, the cancellation fee waiver is down to the discretion of the therapist.

Whilst we fully appreciate that it is sometimes out of your control, please understand that we are very clear on our policies regarding booking fees and lateness. We make these policies very clear on our terms and conditions, which all clients must accept prior to booking.

We are a kind platform, and if we are able to accommodate your booking safely, then we will do so.

However, under no circumstances will we be pressured into treating late comers if we are rushed, short of time or if it will cause a disruption to remaining clients or rest of the day.

Please understand that we are professional's and our treatments and services take time and precision. It is therefore at the therapist's discretion as to whether it is safe and professional to go ahead in the time frame available.

In the event you are unable to be seen, you will unfortunately lose your booking fee and you will be required to make a new booking. We therefore urge you to set off early, make travel/parking arrangements prior to your visit.

All decisions are made in the best interests of our clients and whilst we appreciate our policies are strict, they are last case scenario.

Thank you for understanding.