



## Cancellation Policy

A full 100% cancellation fee applies if less than 24 hours' notice is given and if between 48- and 24-hours' notice is given, there will be a 25% fee charged.

Should you cancel within the 48-hour period I will send an invoice for a cancelled appointment for payment within 3 days.

There is one exception to this. You can send someone else to take your place, in which case that person must have had a treatment with me previously within the last 3 years. However, if that person cancels or does not show the fees as above will revert and be payable by you. If you do send someone in your place, please let me know who it is at least one hour prior to the appointment time so that I can review their notes and make any necessary preparations.

A non response to email and SMS reminders is not considered as notification of cancellation.