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Cancellation Policy

We employ the very best Practitioners and we invest a great deal into further educating them. Therefore, we hope that you will understand our cancellation policy.

We understand that sometimes you may need to change your booking. **We kindly request at least 8 hours' notice** so that we can offer that time slot to another client or a **50% cancellation policy will apply**.

❖ **Did not attend and last-minute cancellations** - enormously disadvantage our Practitioners business. They also mean that other clients cannot book those time slots with us.

❖ **Punctuality** - if you are running late, we will try to accommodate you the best we can, however we may not be able to perform the full service, and you will be charged the full fee.

❖ **DVA Clients** - we provide a complimentary reminder service of when your referral expires - this should not be relied on as your only source. It is your responsibility to ensure the referral is current and a copy provided to us. You will not be permitted to attend any sessions without a valid referral.

❖ **SMS Reminder** - this is a complimentary service - we do not suggest that it be relied on as your only means of remembering your appointment - technology can fail

This is a prompt to call us if requiring cancelling or rescheduling

We thank you for your understanding

