

**Cancellation policy**

Please arrive for your appointment on time. If arriving early you are welcome to wait in the waiting area until your clinician is available. Or if you're very early you could sit in the cafe.

I understand that you may need to cancel or reschedule an appointment. Should this be the case, I ask that you give me 48 hours' notice, then the appointment can be offered to someone else on the waiting list. All cancellations with less than 24 hours' notice, will incur full payment for the cancelled appointment.

No Shows, have a negative impact on my small business, leaving me unable to offer the appointment to somebody else. Should this occur then full payment will be charged.

Late arrivals for an appointment will result in less time being available for your treatment, lessening the actual treatment being carried out.