

POLICIES and Reminders



✦ **NON-REFUNDABLE BOOKING FEE OF 50% OF YOUR TREATMENT COST TO SECURE YOUR APPOINTMENT. PAYMENT IS PREFERRED BY BACS TRANSFER OR CASH**

✦ **YOUR APPOINTMENT WILL BE HELD FOR 48HR PENDING BOOKING FEE BEING PAID. IF THIS HASN'T OCCURRED YOUR APPOINTMENT WILL BE LOST.**

✦ **48HR NOTICE MUST BE GIVEN TO RESCHEDULE YOUR APPOINTMENT.**

✦ **FAILURE TO ATTEND APPOINTMENT IS NOT ACCEPTABLE AND BOOKING FEE'S ARE NON REFUNDABLE OR TRANSFERABLE AND WILL BE TAKEN TO COVER BUSINESS COSTS!**

✦ **TREATMENTS ARE NON-TRANSFERABLE**

✦ **LATENESS - WE WILL DO OUR BEST TO GIVE YOU YOUR FULL TIME BUT THIS MIGHT NOT BE POSSIBLE.**

NO SHOW *last minute cancellation*



✦ *No show* **1ST TIME**

NO WORRIES IT'S ON US, THINGS HAPPEN

PLEASE LET US KNOW AS SOON AS POSSIBLE

✦ *No show* **2ND TIME**

AS A FAVOUR WE WILL ONLY TAKE HALF!!

50% OF YOU'RE TREATMENT COST (BOOKING FEE) WILL BE TAKEN TO COVER COST OF

✦ *No show* **3RD TIME**

WE MISS YOU BUT WE'VE BEEN WAITING

100% OF TREATMENT COST WILL BE TAKEN, AND FUTURE BOOKINGS WILL NEED TO BE PAID IN FULL AT TIME OF BOOKING.

✦ *What is a No show*

A NO SHOW IS SOMEONE THAT HASN'T ATTEND THEIR APPOINTMENT OR WHO FAILS TO CONTACT US 48 HOURS PRIOR TO THE APPOINTMENT.

Q WELLNESS