



Cancellation policy

Ad Hoc bookings

- **Free Cancellations:** Up to 2 hours per day with 48 hours' notice.
- **Late Cancellations:** Within 48 hours of a booking, a 50% fee applies. Contact the clinic for late cancellations to apply the reduced fee.
- **Extended Cancellations:** If you cancel more than 2 hours in any one day within a month of the booking, you will be charged 50% of the booking fee.
- **Speculative Bookings:** For bookings longer than 2 hours, you can shorten your slot to 2 hours 28 days before your booking. The remaining 2 hours can then be cancelled with just 48hrs notice.

Prepaid advance bookings

- Cancellations must be made before the payment due date (the 1st of the previous month)

Cancellations by the clinic

The clinic may (rarely) cancel a booking when it becomes necessary, but will only do so in consultation with you and with a minimum notice period of at least 1 week (other than in extenuating circumstances).

Booking policy

To add a client to an existing booking:

Please edit the existing booking, rather than adding another client as a separate booking. Gaps of less than 1hr between same therapist bookings will be charged.

To add a client after the edit window has lapsed (48hrs):

To request any changes to existing bookings within 48hrs, please contact the clinic.