



Booking policy

Adding Clients to Existing Bookings:

To add a client to an existing booking, **please edit the original booking**. Please do not create a separate booking. (Bookings with gaps will be charged as continuous time.)

Cancellation policy

Ad Hoc bookings:

Free Cancellations: Cancellations made 24 hours or more before the booking are free, up to a maximum of 2 hours per day.

Extended Cancellations: If cancellations exceed 2 hours in total within a single day during the month preceding the booking, the excess will be charged.

Prepaid advance bookings:

Cancellations must be made before the payment due date (the 1st of the preceding month).

Clinic Cancellations:

The clinic reserves the right to cancel bookings in rare circumstances. We will provide at least a week's notice (except in extenuating circumstances) and will consult with you.