



Booking policy

Booking Fees: Every Ad Hoc booking incurs a small booking fee (see our website for details).

All accumulated booking fees will be invoiced at the end of the month, alongside the room hire fees for your completed sessions.

Daily Limits: The maximum booking duration is **4 hours per day**. If you require an extension beyond this limit, please contact the clinic directly.

Cancellation policy

Ad Hoc bookings:

Cancellations are free with 24hrs notice, up to a maximum of 2hrs per day.

If cancellations exceed 2hrs within a single day, **the excess bookings will be charged in full**. We therefore advise you not to make speculative bookings of more than 2hrs in any day.

Prepaid advance bookings:

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

Cancellations by us:

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