



Booking policy

Booking Fees: Every booking incurs a small booking fee (see our website for further details). All accumulated booking fees will be invoiced at the end of the month, alongside the room hire fees.

To add a client to a day that you have an existing booking, please **edit the original booking** where possible, rather than creating a separate booking. *Gaps between same therapist bookings of 1hr or less will be charged.*

Daily Limits: The maximum booking duration is generally **4hrs per day**. If you need longer, please get in touch.

Cancellation policy

Ad Hoc bookings:

You can cancel up to 2hrs per day without incurring any room hire charge, provided you give 24 hours' notice. Any cancellations beyond the 2-hour daily threshold are non-refundable and will be charged at the full room hire rate. We therefore suggest that you don't book "placeholder" slots of more than 2 hours.

Prepaid advance bookings:

To avoid being charged, cancellations must be made before the payment due date (the 1st of the **preceding** month).

Cancellations by us:

The clinic reserves the right to cancel bookings in exceptional cases. Except for extenuating circumstances, we will provide at least one week's notice and consult with you prior to any changes.