

# The Well-being Hub Booking & Cancellation Policy

Your appointment time is reserved especially for you. To help provide the best possible service to all clients, please read and respect the following policy.

## Booking & Payment

All appointments are booked online and must be paid for in full at the time of booking. By booking an appointment, you confirm that you have read and agree to this Booking & Cancellation Policy.

## Cancelling or Rearranging Your Appointment

If you need to cancel or rearrange your appointment, please provide **at least 48 hours' notice**.

Appointments cancelled with less than **48 hours' notice** are **non-refundable**, as it is often not possible to fill the appointment at short notice.

## Missed Appointments

If you fail to attend your appointment, the appointment fee is **non-refundable**.

## Arriving Late

If you arrive late, your appointment may need to be shortened to avoid delaying other clients. The full appointment fee will still apply.

## Repeated Cancellations or Missed Appointments

Whilst unforeseen or exceptional circumstances can occasionally arise, these will be considered at the discretion of the therapist.

However, repeated late cancellations, frequent rescheduling or missed appointments may result in future booking requests being declined at the discretion of the therapist. This helps ensure a fair booking system for everyone and that appointment times remain available for clients who are able to attend as scheduled.

Thank you for your understanding and cooperation. These policies help ensure a fair booking system for everyone and that appointments are managed fairly and efficiently for all clients.

