**Cancellation Policy**

Your appointment is subject to the following cancellation policy:

**Cancellations:**

* The booking deposit is non-refundable in the event of a cancellation.
* If the appointment is cancelled within 3 working days\* of the scheduled date you will be invoiced for the full amount of the session excluding any travel fees. The total fee will also be charged if you fail to meet your scheduled appointment without informing me.
* If the appointment is cancelled with notice of between 3 and 7 working days you will be invoiced for 25% of the total fee.
* If the appointment is cancelled with more than 7 working days notice you will lose your booking deposit only.

**Rescheduling:**

NB: If you are simply changing the time of your appointment but keeping the same date then the following does not apply.

* If you need to reschedule your appointment you must book the session again within a month of the original date otherwise this will be treated as a cancellation and the above charges will apply. The only exception to this would be if we are unable to see you within this time period.
* If the appointment is rescheduled less than 7 working days before it is due then the booking deposit will be lost and you will need to provide a new booking deposit to secure the new appointment.
* If the appointment is rescheduled with more than 7 working days notice then your booking deposit will be held over for the new appointment so long as the new date is within one month of the original date.
* Rescheduled appointments are subject to the same cancellation / rescheduling policies as original appointments.

\* working days do not include Saturdays, Sundays or Bank Holidays.