

Cancellation Policy

We understand that plans can change, however, as appointment times are limited and reserved specifically for each client, we kindly ask that you provide adequate notice if you need to cancel or reschedule your session.

Cancellation Notice

We require a minimum of **24 hours' notice** for all cancellations or rescheduling of appointments.

Cancellations made with less than 24 hours' notice may be subject to the **full session fee**, as it is unlikely that the time slot can be filled at short notice.

No-Shows

If you fail to attend your scheduled appointment without prior notice (“no-show”), the full session fee will be charged.

Late Arrivals

If you arrive late to your session, the appointment may still end at the originally scheduled time to avoid affecting other clients. The full session fee will still apply.

Rescheduling

Where sufficient notice is given (minimum 24 hours), we will do our best to reschedule your session at a mutually convenient time, subject to availability.

Exceptional Circumstances

We understand that emergencies and unforeseen situations can occur. These will be considered on a case-by-case basis at our discretion.