

## **Payment Policy**

### **1. Payment Terms**

All sessions, consultations, and services must be paid in full at the time of booking or prior to the appointment unless otherwise agreed in writing.

Payment confirms your booking and reserves your appointment time.

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### **2. Accepted Payment Methods**

Payments may be made via:

- Bank transfer
- Online payment link (if provided)
- Other agreed secure payment methods

Cash payments may be accepted only if agreed in advance.

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### **3. Packages and Block Bookings**

Where packages or multiple-session blocks are offered:

- Payment must be made in full upfront unless a payment plan has been agreed
  - Sessions within a package must be used within the stated validity period
  - Unused sessions may not be transferable or refundable unless otherwise stated
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### **4. Late or Failed Payments**

If payment is not received by the agreed time:

- The appointment may be cancelled or withheld
  - Services will not commence or continue until payment is made in full
  - Outstanding balances must be cleared before further bookings are accepted
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### **5. Refund Policy**

Payments are generally non-refundable once a booking has been confirmed.

Refunds may only be considered in exceptional circumstances at the discretion of the practitioner.

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### **6. Cancellations and Charges**

Cancellations are subject to the terms outlined in the Cancellation Policy.

Late cancellations or missed appointments may still be charged in full.

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## **7. Price Changes**

Prices are subject to review and may be updated at any time. Clients will be informed in advance of any changes that affect future bookings.

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## **8. Disputes**

Any payment-related disputes should be raised in writing as soon as possible. Each case will be reviewed fairly and individually.

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## **9. Contact**

For any payment queries, please contact:

**Name:** Mr B Constable

**Email:** [info@aretehealthandwellness.com](mailto:info@aretehealthandwellness.com)

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