

This policy covers cancellations and postponements of appointments, lateness and no shows for Richmond Reflexology.

1. If a client wishes to cancel an appointment, a minimum of 48 hours' notice is required else a fee of 50% of the treatment price will be charged.
2. If a client wishes to rearrange an appointment, a minimum of 48 hours' notice is required otherwise a fee of 50% of the treatment price will be charged.
3. The cancellation fee may be waived if the appointment is rearranged for within the next working week, subject to availability.
4. If a client consistently cancels or rearranges appointments, then Richmond Reflexology reserves the right to request full payment in advance of the appointment or may choose to no longer accept bookings from the client.
5. If the client does not show for an appointment and there has been no prior communication with Richmond Reflexology, the client will be charged the full treatment fee.
6. The cancellation/postponement fee may be waived in the case that the client tests positive for Covid-19 or has a fever at the time of the appointment or another serious medical issue.
7. Richmond Reflexology reserves the right to cancel, modify or terminate an appointment, if there are serious grounds for doing so, and will advise the client accordingly.
8. Richmond Reflexology may cancel the client's appointment if the therapist is unwell or tests positive for Covid-19, or another member of their household is displaying symptoms or tests positive. Where possible, the appointment will be rearranged.
9. If you arrive late for a booked session, Richmond Reflexology will endeavour to honour your full session, if time permits. However, in some instances this may not be possible and treatment length may be adjusted as necessary. You will still be required to pay the full treatment fee.