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## Terms & Conditions

By booking a one to one session with me you are agreeing to these terms. They exist to support the process and give you the best possible experience.

### Payment

To secure your booking, payment is accepted by BACS transfer before your appointment. This time will then be scheduled solely for you.

### Cancelling & rescheduling

I try to be as flexible as I can, understanding that emergencies happen but if you need to cancel or reschedule, please let me know no later than 24 hours before your scheduled appointment.

### Cancelling within 24 hours & no shows

Being a small business, I'm sure you will understand that late cancellations and no shows give less or no opportunity to fill the appointment. If you cancel within 24 hours, I am able to refund you 50% of your payment. If you do not turn up on at the arranged time you will forfeit the whole payment.

If for the reasons of sickness or emergency, I am unable to carry out our one to one session, I will, where possible give you at least 24 hours notice and reschedule with you for the soonest mutually convenient date. If for any reason I am unable to do this, I will refund your payment in full for that session.

### Under 18's

I am unable to work with anyone under 18 years old