

BOOKING & CANCELLATION POLICY

BOOKINGS

- KINDLY NOTE – A 50% **NON-REFUNDABLE** DEPOSIT OF THE OVERALL PRICE IS REQUIRED TO BOOK & SECURE YOUR APPOINTMENT – WITHOUT THIS, YOUR APPOINTMENT WILL NOT BE CONFIRMED. THE REMAINDER WILL BE TAKEN PRIOR TO YOUR FIRST TREATMENT.
- BOOKINGS WILL PROVISIONALLY BE HELD FOR 24HR, UNLESS A DEPOSIT IS PAID.
- IF YOU ARE A FIRST TIME CLIENT WITH US, PLEASE BOOK A FREE CONSULTATION SESSION. THIS CAN BE DONE VIRTUAL OR IN PERSON.
- IF DEEMED MEDICALLY UNFIT, YOUR DEPOSIT CAN BE USED TOWARDS AN ALTERNATE TREATMENT – PLEASE ALLOW 48HR.
- AVAILABILITY IS LIMITED, PLEASE BOOK IN ADVANCE TO SECURE YOUR APPOINTMENT.

APPOINTMENTS

- PLEASE ARRIVE NO MORE THAN 10 MINUTES BEFORE YOUR APPOINTMENT; AND NO MORE THAN 15MINS LATER. WE OPERATE A STRICT SCHEDULE.
- IF YOU FAIL TO ATTEND YOUR APPOINTMENT, IT WILL BE CONSIDERED AS A 'NO SHOW' AND YOUR DEPOSIT WILL BE LOST.
- OUR CLINIC IS BASED IN A PRIVATE HOME STUDIO WITH NO WAITING AREA, THEREFORE, WE KINDLY ASK YOU TO COME ALONE AS SPACE IS LIMITED – UNLESS AGREED OTHERWISE.
- PARKING IS AVAILABLE ON SITE – PLEASE USE THE DEDICATE VISITORS BAY.

CANCELLATION

- A MIN OF 72HR NOTICE IS REQUIRED TO RESCHEDULE YOUR APPOINTMENT.
- OUR PACKAGE TREATMENTS ARE NON-REFUNDABLE.
(PLEASE NOTE – if your appointment is part of a treatment package, and you cancel with no notice, the session will be deducted from the package)

THANK YOU



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