



Booking/Cancellation Policy

I understand that from time to time, unexpected delays, unforeseen circumstances, sickness, and adverse weather conditions happen, but I ask that you respect me and my business and request you agree to a minimum of 24 hours' notice for cancellations and reschedules at time of booking.

Your email address is taken at point of first booking to confirm the booking you have made. An automated email booking confirmation and subsequent reminder notification 48 hours prior to your appointment, along with any important information you need to know, will be sent to you. The system will also allow you to cancel and reschedule your appointment up to 48 hours prior to the appointment booked, anything later than this must be done by contacting Alison directly.

I will always act fairly and review the situation on a case-by-case basis and do appreciate that emergencies sometimes happen and where late cancellation/reschedule is made, all efforts to refill the space will be made and I reserve the right to waive charges at my discretion, where an appointment is able to be filled.

Any cancellation or reschedule made in less than the designated notice time of 24 hours, will result in a cancellation fee of 100% of the value of the appointment, payable before further appointments or will be subtracted from total where voucher payment was intended.

Clients that arrive late for their scheduled appointment will still be seen, but the appointment time will be reduced accordingly to ensure there is no impact on subsequent appointments and full fee will still apply.

Where a client fails to arrive for a confirmed appointment without notice, they will be required to pay in full for the missed appointment before booking future appointments and I reserve the right to request payment at time of booking.