



Booking & Cancellation Policy

At time of booking, you are agreeing to the terms and conditions of this Booking & Cancellation Policy and to give a **minimum of 24 hours' notice** for cancellation and reschedule.

It is understood that from time to time, unexpected delays, unforeseen circumstances, sickness, and adverse weather conditions happen, but I ask that you respect me, my business and the terms of this policy.

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 will be sent 48 hours prior to your appointment. The booking system allows you to book, cancel and reschedule your appointment up to 48 hours prior to the date of the appointment, after this time changes can only be made by contacting Alison directly.

Any cancellation, or reschedule made, with less than the designated notice time of a full **24 hours**, or non-attendance of a booked appointment will result in a **100%** of the value of the appointment being payable before further appointments are booked. Where payment gift-voucher payment was intended, the value will be taken from the credit of the voucher.

MBS therapies will always act fairly and review the situation on a case-by-case basis. 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.

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.