



Booking & Cancellation Policy

At the time of booking, you agree to the terms and conditions of this Booking & Cancellation Policy, including providing a minimum of **24 hours' notice** to cancel or reschedule an appointment.

I understand that unexpected delays, illness, adverse weather, and unforeseen circumstances can occur. However, I ask that you respect my time, my business, and the terms of this policy.

Your email address is collected at the time of your first booking to allow confirmation of your appointment. An automated confirmation email will be sent immediately, followed by a reminder **48 hours before** your appointment. The online booking system allows you to book, cancel, or reschedule your appointment up to **48 hours before** the appointment time. After this point, any changes must be made by contacting Alison directly.

Any cancellation or reschedule made with **less than 24 hours' notice**, or non-attendance of a booked appointment, will result in **100% of the appointment fee being payable** before any further appointments can be booked. Where a gift voucher was intended as payment, the equivalent value will be deducted from the voucher balance.

MBS Therapies will always act fairly and review each situation on a case-by-case basis. If a late cancellation or reschedule occurs, every effort will be made to refill the appointment slot. I reserve the right to waive charges at my discretion if the appointment is successfully filled.

Clients who arrive late for their appointment will still be seen; however, the session time will be reduced to avoid impacting subsequent appointments. The **full fee will still apply**.