



LIGHTHOUSE HOLISTIC
Complementary Therapy - Body, Mind, Life!

SESSION FLEXIBILITY & CANCELLATION POLICY WINTER 2022

Your complete wellness – mentally, physically, emotionally, and spiritually is always our priority.

It is important for you to know that it is perfectly acceptable to arrive at your appointment and feel you need something different to what you have booked. Lighthouse Holistic Therapy supports and encourages instinctive choices and will be flexible in providing what is needed for your wellbeing during the allocated time booked. We work with you to provide what you need in that moment, so if we collectively decide on a different path of treatment on the day, it is where we need to be, and we will fully embrace it. Any payment will be adjusted as required on the day.

Lighthouse Holistic Therapy practices a spiritual principle of zero judgement, and we understand that life can throw unexpected tests in your path that can cause you a delayed arrival, perhaps the need to re-schedule or indeed to cancel your appointment. We aim to be as flexible as possible to always accommodate client needs – our simple guidance is outlined below:

- ∞ **Delays and No Shows:** If you are more than 15 minutes late for your appointment and have not contacted us to advise of your delay, we will cancel your booking. A cancellation fee of 100% of the cost of the booking will be applied and you will receive an invoice via email for payment by return. Of course, situations such as unavoidable emergencies will not be charged. We will always do our very best to reschedule your service for another time that is convenient to you.
- ∞ **Reschedule Requests & Cancellations:** Please give us at least 24 hours' notice if you are unable to attend your appointment so we can offer the time to a client in need from the waiting list. Cancellations and reschedule requests received less than 24 hours before an appointment will be charged 100% of the cost of the booking and you will receive an invoice via email for payment by return. We will, of course, do our very best to reschedule your service for another time that is convenient to you. For Group Event bookings, cancellations received less than 36 hours before the event will be charged at 100% cost of the booking.
- ∞ **Payments:** Paying for your appointment is simple and easy.
All single session bookings will need to be made either by BACS or with Cash on the day of the appointment. Any bookings £100+ can be paid by BACS, Card, or Cash on the day of the appointment.
For 3–6-month Bespoke Packages or Archangel Subscriptions, payment plans are available.
Please contact the team if you would like to discuss a monthly payment plan, which could make things even easier for you if you attend regular appointments at Lighthouse Holistic Therapy.

∞ **Bank Details:** Lighthouse Holistic Therapy Ltd: Sort Code: 040605. Account Number: 16674653

∞ **Finance Team:** Please email our beancounter@lighthouseholistictherapy.com

Please do not hesitate to contact our [Admin Angel](#) if you have any questions or require further information.

Love & Light

Jennifer Capewell



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