



## Cancellation Policy

At Lillyrose Therapies we understand that unforeseen events happen in everyone's life, and appointments may need to be cancelled or rearranged. If this needs to happen, please note a 24-hour policy is in place.

- If you are unable to attend or need to rearrange your appointment you must give the minimum notice of 24 hours free of charge. By contacting Sharon on 07944369113.
- If you are running late to your appointment your treatment may be shorter than advertised due to finishing times.
- You can be charged the full price of the treatment if you cancel within 24 hours, unless I am able to fill your appointment.
- You will be charged the full price of the treatment if you fail to attend your appointment without prior notice.
- Following a no show you will be required to pay a half price deposit for future bookings via bank transfer or PayPal.

**If there is a problem with your booking, please do not reply to the automated booking email from the website as I do not receive these. Contact me directly on 07944369113.**