



Walk to Run Ltd Booking Terms and Conditions

1. Bookings

- 1.1 The appointment length will vary dependent on the service that you have chosen. Please see our website for full details of the appointment length for each service.
- 1.2 If you have made a booking via the Walk to Run Ltd website, full payment will be taken at the time of your booking. You will receive an automatic booking confirmation email – please check your junk/spam folders if you cannot find this. If you have not received a booking confirmation email within 24 hours, please do reach out to us (see contact details below).
- 1.3 If you have contacted Walk to Run Ltd directly to make a booking, please note that this will remain a provisional booking until payment in full has been made via a bank transfer. Payment in full is required a minimum of 72 hours prior to the appointment date/time to secure your booking. If payment has not been received within this timeframe, the appointment slot will be released, and you will not have a booking with us.

2. Cancelling or amending a booking

- 2.1 A cancellation of an appointment within 48 hours of your designated slot will incur a 50% charge.
- 2.2 A request to reschedule an appointment within 48 hours of your designated slot will incur an administrative fee charge of 10% of the original cost of the treatment.
- 2.3 A request to cancel an appointment more than 48 hours in advance of your designated slot will incur an administrative fee charge of 10% of the original cost of the treatment.



2.4 To reschedule an appointment more than 48 hours in advance of your designated slot is free of charge, but permissible on one occasion only.

3. Attending your appointment

- 3.1 If you are late attending your appointment between 5-15 minutes, this will result in a reduced treatment time. This will not result in a refund for time lost.
- 3.2 If you are late attending your appointment by more than 15 minutes, Walk to Run Ltd will no longer be able to see you. You will incur the full cost of your appointment unless this has been due to a genuine emergency. In the case of a genuine emergency, we will reschedule your appointment, but you will incur an administrative fee charge of 10% of the original cost of the treatment.
- 3.3 If you do not turn up for your appointment on the designated date/time with no prior notice, you will incur 100% of the cost of the original booking. If following an appointment no-show you request a re-booking, you will incur 100% of the cost of the subsequent re-booking.
- 3.4 Although rare, appointments may need to be rescheduled by Walk to Run Ltd at short notice, including in the event of incapacity of the clinician or an unforeseen emergency at the venue. Walk to Run Ltd do not have to compensate clients for any late cancellations or consequential losses.

4. How to contact Walk to Run Ltd

- 4.1 There are a variety of ways to contact Walk to Run Ltd:
- **WhatsApp:** 07821 355446
 - **Email:** hello@walktorun.co.uk
 - **Via our website (online contact form):** www.walktorunservices.co.uk