

## **Appointment Cancellation and Refund Policy**

**Appointment** means the time that we offer you, the time best suited for you, and the time that cannot be used for another person to be treated.

Appointments can be cancelled without incurring the appointment fee, as long as you provide us with at least **48 hours'** notice prior to your appointment. You will be offered the option to reschedule or cancel your appointment with no further cost.

Appointments purchased as part of a package must ideally be used within one month of purchase. Any package appointments not scheduled or attended within two months of the date of purchase will no longer be valid, and refunds will not apply.

**Appointment Packages are designed to be used within 1 month from the date of purchase for optimal results.**

**Rescheduling:** We require that you give **48 hours' notice** (by phone or by email) in the event that you need to reschedule your appointment, as this would give an opportunity for the time slot available to be filled in.

**Missed Appointments:** If you fail to arrive for your appointment, and do not contact us by phone or by email to arrange to reschedule your appointment as per the rescheduling policy above, this will be considered a missed appointment and the full appointment fee will be charged.

**Late Arrival:** If you arrive late by 15 minutes or more, without prior notice, this is still considered a missed appointment and the full appointment fee will be charged.

If there is anything that needs clarifying, or you require additional explanation, please send us an email and we will be glad to answer and clarify the questions regarding the Policy.

Thank you for your understanding.

**I have read and understand the Appointment Cancellation and Refund Policy and I agree to be bound by its terms.**

I \_\_\_\_\_ (print name) have received a copy of the cancellation policy.

**Full Name:** \_\_\_\_\_ **Date:** \_\_\_\_\_