

CANCELLATION POLICY

We understand that things don't always go to plan; and where possible we try and accommodate clients' booking changes. However, in order for us to successfully operate, we need to have a cancellation policy to ensure the feasibility of our service to all our clients. As such **48 hours notice** is required for cancellation (2 business days, excluding weekends), otherwise a cancellation fee of 100% of fees will be charged. Should a client travel to an appointment and the client is not available, the travel fee is also charged. We aim to provide care aligned with your goals. Frequent cancellations may prompt us to discuss adjustments or a temporary therapy break. Continued cancellations could lead to appointment removal and waitlist placement.

Kind regards,

Matt Scott and Judy Scott

Directors