**Booking & Cancellation Policy**

We value your time and we work hard to ensure appointments are available when you need them. To help manage the diary effectively and offer appointments fairly, we kindly ask you to follow the policy below.

**Booking**

* Appointments can be booked in advance via *booking link,* phone - 07931828455, or email – lottiefranklin21@gmail.com
* A confirmation will be sent once your booking is secured, and a reminder the day before the booking.
* Please arrive promptly for your appointment but please do not knock on the door until your appointment time has arrived – there may be someone else having their appointment. Late arrivals may result in a reduced session time but will be charged at the full rate.

**Cancellations & Changes**

* **More than 24 hours’ notice**: Appointments may be cancelled or rescheduled at no charge.
* **Less than 24 hours’ notice**: The full cost of the appointment will be charged, unless a rescheduled appointment is booked whereby a 50% cost will be charged.
* **Non-attendance (no-show)**: The full cost of the appointment will be charged.

**Clinician Discretion**

We understand that unexpected events can occur. In exceptional circumstances, the clinician may waive or reduce the cancellation fee at their discretion.

**Clinician Cancellation**

If your appointment is cancelled by the clinician then there will be no charge. If you have prepaid, a full refund will be offered, or the prepaid amount will roll over to your next appointment.

**Agreement**

By booking an appointment, you agree to the terms of this Booking & Cancellation Policy.