

What happens if I need to cancel my 1 to 1 appointment?

My Payment and Cancellation policy.

Sometimes personal circumstances can change in life and this can effect our commitments. We all know and understand this. Because this can happen I believe it is helpful to have a clear policy that guides and informs both you and myself where it may affect an appointment that you have booked we me.

Please read through the following so that you understand the cancellation policy before making a booking for a 1 to 1 appointment. I may have invited you to read this if you have recently had to cancel an appointment, especially at short notice, or if you have had to cancel a number of appointments over some recent period of time.

Payments:

Full payment for a 1 to 1 appointment is due from the moment the appointment is agreed and confirmed between us. This applies whether the appointment has been agreed and arranged verbally or by any other means, such as WhatsApp/Facebook message, email, text/sms etc.

Bank and other electronic payments must be made before the 1 to 1 appointment.

Cash payments are accepted for “in person” appointments only. If we have agreed that you will make a cash payment, then this will be due at the time of the appointment.

If you have had to cancel previously, on one or more occasions then I reserve the right to request a deposit payment at the time of our agreeing the appointment, whether the appointment will be in person or by distance meeting, for example, by Zoom or phone call. The remainder will be due as described above. Either in cash at the time of an in person appointment, or by electronic payment before the appointment.

In the event of needing to cancel an appointment:

In the event of needing to cancel an appointment that has been agreed between ourselves:

I reserve the right to hold any deposit paid, and request the remainder of the full fee due. That said, I have created the following structure within which I work.

Appointments cancelled at “short Notice.”

Short notice cancellation will be understood as cancellation of an appointment within 72 hours of a booked and agreed appointment.

Cancellations more than 72 hours ahead of the appointment time and day. I reserve the right to hold any deposit already paid, and may offer this as a reduction on a further appointment booked, paid for and kept, within the following 28 days.

Cancellations between 48 hours and 72 hours of the agreed appointment day and time. I reserve the right to hold any deposit already paid, and may offer this as a reduction on a further appointment booked, paid for and kept, within the following 28 days. I reserve the right to request the payment of an additional amount to bring the deposit paid up to 50% of the full fee due, or an amount equal to 50% of the full fee if no deposit was paid. I may offer both as a discount on a further appointment booked, paid for and kept, within the following 28 days.

Cancellations between 24 and 48 hours of the agreed appointment day and time. I reserve the right to hold any deposit already paid. A fee of 75% to bring the deposit paid up to 75% of the full fee due, or an amount equal to 75% of the full fee if no deposit was paid will be due.

Cancellations less than 24 hours before the agreed appointment day and time. I reserve the right to hold any deposit paid. In addition, a remainder amount to bring the total paid up to the value of the full fee will be due.

Where cancellation has happened on the part of you the client previously I may ask for the full payment due to be paid at the time of booking and hold this as a non returnable payment for the session in case of cancellation.

I hope that this policy serves to bring clarity to the relationship that exists between ourselves in regard to payments and expectations in the event of cancellations.

Cancellation on my part:

In the unexpected event of my needing to cancel an appointment agreed between us I will contact you to let you know. I do not anticipate this when agreeing appointments, however there are some situations where this might conceivably happen.

In circumstances such as these I might invite you to rebook at a mutually suitable time, or offer a refund of your payments already made for the appointment in concern.

Unfortunately, in such a situation I am not in a position to offer refunds against any travel costs, similar or other associated expenses.

Thank you for your time in reading this document.