



### **No Show & Cancellation Policy for Massages**

- When you book an appointment, that time is set aside for you, and missed appointments prevent me from accommodating other clients. Please understand that I only get paid when I deliver a service.
- If you do not show up for your scheduled appointment, and you have not notified me at least 48 hours in advance, you will not be entitled to a refund. I will do my best to accommodate changes where possible but this cannot be guaranteed.
- If you notify me of your cancellation more than 48 hours in advance, you will be entitled to a 100% refund or to move your appointment to another available date/time.
- If an emergency situation arises, please let me know so that I can treat your specific situation with personal attention. I recognise that there are circumstances that are out of your control (sudden illness, family emergencies, etc.) and I will do my best to make an exception to the above policies on those rare occasions.

### **No Show & Cancellation Policy for Workshops/Courses**

- If you notify me of your cancellation more than 14 days in advance, you will be entitled to a 100% refund
- Please note that courses must be paid for in advance and refunds will not be issued for missed classes.
- If an emergency situation arises, please let me know so that I can treat your specific situation with personal attention. I recognise that there are circumstances that are out of your control (sudden illness, family emergencies, etc.) and I will do my best to make an exception to the above policies on those rare occasions.