

Cancellation and Lateness Policies

Massage and Therapeutic Treatments

When booking an appointment you are reserving professional therapist time **specifically for you**. For this reason, when booking, the following policies will apply:

Cancellation

We need 24 hours notice of cancellation please, otherwise the full charge will be incurred.

'No-show'

Failure to turn up for a booked appointment will also incur a charge of 100% of the booked treatment.

Lateness

Please note that if you are late for your appointment, the treatment time may have to be shortened in order to reduce inconvenience to others whose appointments follow yours. (The full amount will still be charged.)

Power Walking

Group Sessions

If you are unable to attend any session we would appreciate a call or text advising of non attendance. No refund will be made.

Lateness

The walk will commence at the agreed time. If you are not there on time no responsibility will be accepted by the organiser. It is recommended to arrive at least 5 minutes before the start time.

Cancellation

The walks will go ahead in all weather conditions. However in extreme cases, eg. snow or ice, and it is deemed unsafe the walk will be postponed and an alternative date will be agreed with all parties.