

Cancellation Policy

Reminders are sent out ahead of each of your appointments. We all have emergencies from time to time so if you have a problem with your appointment, please contact me as soon as possible so I can try accommodate your needs and so that I can try to fill your appointment.

* Cancellations within 24 hours, or failure to show up to your appointment will result in you being charged.
* Late arrivals may cause the treatment time to be shortened however the full appointment cost will still be charged.
* If you are more than 15 minutes late for the start of your appointment you will be marked as a no-show and be charged for your treatment.
* No discounts will be given for appointments that are shorter due to client lateness
* At least 24 hours’ notice is required for any cancellations or changes to your appointment
* I reserve the right to cancel your appointment at any time should the need arise.

Preferred communication

Changes to your appointment must be made via phone number 07889 744348. Messages via social media may not be seen.

I value you as a client and ask that you respect my policies and time. Thank you for your understanding and assistance.

Joanne