

Terms & Conditions

Booking and Payments

Once we have secured a date for your consultation appointment, I will send you an email with a questionnaire and an invoice. In order to confirm your booking I require a 50% deposit payment. Your date will not be secured until the deposit is received, and until it is received I reserve the right to allow another client to book an appointment on that date. The appointment will be reserved for 7 days, but if deposit payment has not been received at that point the appointment will be released.

The balance of the payment will be due 7 days prior to your appointment. I will send you an invoice 14 days before your appointment, which is payable within one week of the invoice date. If payment is not received within this time, your appointment could be at risk and your deposit may be forfeited. No appointment will go ahead without full payment having been made.

Payments are required to secure the appointment and are subject to conditions concerning Amendments and Cancellation as outlined in this document.

I require clients to fill out a thorough questionnaire before their appointment, which is required to be returned to me at least 48 hours ahead of the appointment. The purpose of the questionnaire is so that I can better understand your needs and requirements so that we can make the most of our time together.

Amendments and Cancellations

Your appointment is very important to me and whilst I understand that schedule changes are sometimes unavoidable, I respectfully request that you give as much notice as possible for any changes so that I can manage my diary and appointments accordingly. Please understand that if you forget to cancel or reschedule your appointment giving enough notice, then it leaves me unable to offer that time to another client on the waiting list for my service.

Amendments to your Appointment

If you wish to reschedule or postpone an appointment you must give at least 48 hours notice before the appointment is due to start. Failure to do so may result in the appointment being cancelled. If we can agree on an alternative future date any payment will be transferred to the rescheduled appointment but cannot be refunded. If you request rescheduling with notice less than 48 hours an admin fee of £50 will be applied.

Cancellations

If you wish to cancel an appointment you must give at least 7 days notice before the appointment is due to start. Cancellation requests made at least one week in advance will be eligible for a full refund. Cancellations after this will lose their 50% deposit. If a cancellation is received with less than 48 hours notice, full payment will be required.

Gift Vouchers

All Gift Vouchers are valid for a period of 6 months and are non-refundable & non transferrable.