



CANCELLATION POLICY

We are a small business, and our appointments are carefully scheduled in advance. While we understand that unexpected situations arise, we kindly ask that you adhere to our **48-hour cancellation policy** to allow us to manage our schedule effectively.

How to Cancel or Reschedule

- You can cancel or reschedule your appointment **free of charge** via our **booking system** up to **48 hours before your appointment**.
- Your appointment confirmation email contains options to cancel or reschedule at your convenience.

Cancellation Fees & Charges

- **More than 48 hours' notice:** No charge.
 - **Within 48 hours of your appointment:** £30 cancellation fee.
- **Within 24 hours of your appointment or a no-show:** £50 cancellation fee.
- **For treatments longer than 1 hour:** If cancelled within **48 hours, 100% of the treatment cost** will be charged due to the significant time allocated.

Payment of Fees

- Any applicable cancellation fee must be paid before booking a new appointment.
- You will receive an invoice with our business bank details for immediate payment.
- Cancellation fees will be **waived** with a valid **doctor's note** for the treatment date.

Failure to Follow Pre-Treatment Guidelines

If you attend your appointment but cannot receive treatment due to **avoidable reasons**, the **full treatment cost** will be charged before you can rebook. These include, but are not limited to:

- Not following pre-treatment guidelines (e.g., sunbed use, active tan, or medication contraindications).
 - Failure to complete required consent forms.
- Not shaving the treatment area (for laser treatments).
 - Inability to remain still during treatment.

These policies help us ensure the best service for all our clients. If you have any questions, please contact us before your appointment.

