

The Therapy Shed

WELLBEING FOR YOUR BODY, MIND & HAIR

Cancellation and Late Arrival Policy

We will do our best to give advanced notice if we are closing or need to cancel due to bad weather or illness and we ask you to do the same. We are sure you understand that when you make an appointment our time is reserved for you and you alone, so we would like to remind you of our cancellation or 'no show' policy here;

Cancellation with 48 hour notice

We understand that emergencies can arise, and illnesses do occur at inopportune times, but we respectfully ask that you provide us with a minimum 48 hours' notice of any schedule changes or cancellation requests. You will not incur any fees.

For talking therapy one cancellation with 48 hours' notice will be allowed, more than that we will assume you are not committed to the process and will ask you to go back on to our waiting list.

Cancellation with no notice

Please understand that when you cancel or miss your appointment without providing a 48 hour notice we are often unable to fill that appointment time. This is an inconvenience to your therapist and also means our other clients miss the chance to receive services they need. For this reason, you will be charged 50% of the service fee for the first missed session and 100% of the service fee for each session after that.

For talking therapy, unless you were hospitalised or too ill to contact us with no one who could have contacted us on your behalf, unfortunately you will forego your place on our programme and terminate any further sessions with us. You may apply to re-join the waiting list.

Late arrivals

If you are late, you will receive what is left of the appointment with a full charge fee, if schedules are flexible that day the full time may be given at our discretion.

Precharge

We reserve the right to request pre-payment or require a debit/credit card number to be given to book future appointments so that appropriate fees may be charged if a late cancellation does occur.

Illness

If you have a fever, a known infection, or have experienced vomiting or diarrhoea within 48 hours prior to your appointment time, we request that you cancel your session.

By booking an appointment with us you are agreeing with the terms of this cancellation policy.