

CANCELLATION POLICY – Sensitive Soles Therapies

Please be aware that I reserve the right to charge for short notice cancellations or no shows, which is a £25 missed appointment charge for less than 24 hours notice.

I do however appreciate that sickness may result in the need to cancel an appointment or sometimes an emergency may arise at short notice that you have no control over, and in both circumstances I would ask for as much notice as possible, respecting the value of my time and enabling me to let someone else to take your appointment slot, when appropriate notice is given.

In return, I will show the same respect to yourself, if I were to need to cancel your appointment, due to sickness or an emergency, I will ensure that I give you as much notice as possible, allowing you to re-schedule your plans.

Illnesses & Infections : I would ask that if you have an “infection”, whether it a stomach bug, a cold or anything contagious etc., that you refrain from coming to your appointment and let me know as soon as possible – this respects the welfare of myself and my other clients – sharing is not caring in this instance. A good guideline to follow is the NHS policy: 48 hours after last ‘symptom’ is safe to be back in circulation.