

Cancellation & No-Show Policy – Terms & Conditions

To ensure the highest quality of care and to respect the time and energy of all clients, the following policies apply to all Reiki appointments.

By booking a session, you acknowledge and agree to these Terms & Conditions.

1. Appointment Cancellations

I understand that life can be unpredictable, and sometimes appointments need to be changed. To accommodate all clients fairly:

- **A minimum of 2 hours' notice** is required to reschedule or cancel an appointment.
 - Cancellations made with **more than 2 hours' notice** can be rescheduled without any fee.
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2. Late Cancellations (Less Than 2 Hours)

If you cancel your appointment **within 2 hours** of the scheduled time:

- A **late-cancellation fee of \$20** will be charged.
- This fee must be paid **before booking any future sessions**.

Late cancellations make it difficult to fill the appointment time and impact other clients who may be waiting for a session.

3. No-Show Policy

A “no-show” is defined as:

- Not attending your appointment, **and**
- Not contacting the practitioner prior to the scheduled start time.

If a no-show occurs:

- A **full session fee** will be charged (this fee will be based on the booking you had)
- This fee is **non-refundable** and must be paid in full before booking future appointments.

Repeated no-shows may result in refusal of future services.

4. Late Arrival

If you arrive late:

- Your session will still end at the scheduled time.
- The full session fee will apply.

Arriving on time ensures you receive the full benefits of your treatment.

5. Exceptions

I understand that emergencies happen. Genuine emergency situations may be reviewed at my discretion, and fees may be waived on a case-by-case basis.

6. Payment of Fees

Any cancellation or no-show fees:

- Will be invoiced to you directly, or
- Charged automatically if a card is stored on file (if applicable).

All outstanding fees must be paid before new bookings can be confirmed.

7. Agreement

By scheduling an appointment and signing this document, you acknowledge that:

- You have read, understand, and agree to these terms.
- You accept financial responsibility for any applicable fees under this policy and understand that if payment is not received within a reasonable timeframe, I may need to refer the outstanding amount to a debt recovery service. I always make every effort to resolve payment matters directly and respectfully before taking this step, however any additional costs associated with the recovery process will be the responsibility of the client.
- All new clients will receive a copy of this document that they are required to sign and return prior to their appointment.

