

Cancellation and Deposit Policy

Last Updated: 20/06/2026

Deposits

A deposit may be required to secure your appointment. The deposit amount will be confirmed at the time of booking and will be deducted from the final treatment cost.

Cancellation Policy

We kindly request a minimum of 48 hours' notice if you need to cancel or reschedule your appointment.

Appointments cancelled with less than 48 hours' notice may result in the loss of your deposit.

Non-Attendance

Failure to attend an appointment without prior notice ("no-show") will result in the loss of any deposit paid and may require full payment in advance for future bookings.

Late Arrivals

Clients arriving late may have their treatment time reduced or may be required to reschedule their appointment. In such circumstances, the deposit may be forfeited.

Exceptional Circumstances

We understand that emergencies can occur. Any exceptions to this policy will be considered at the discretion of the Clinic.