



Claire Donaldson - Holistic Therapist

[www.shewaliving.co.uk](http://www.shewaliving.co.uk)

[claire@shewaliving.co.uk](mailto:claire@shewaliving.co.uk)

07411 400 141

## Cancellation Policy

We understand that life can be unpredictable, and circumstances may arise that necessitate the rescheduling or cancellation of appointments. As a valued client of Shewa Living - Holistic Therapies, we kindly request your cooperation in adhering to the following cancellation policy:

1. **\*\*Notice Period\*\***: Clients are required to provide a minimum of 4-days notice prior to the scheduled appointment time for any cancellations or rescheduling requests. This allows us the opportunity to offer the appointment slot to another client in need of our services.

2. **\*\*Cancellation Fees\*\***: Cancellations made with less than the required notice period or missed appointments will be subject to a cancellation fee of £20 (adult), £10 (children). This fee helps to compensate for the lost appointment time and covers administrative costs associated with scheduling and preparation.

If you have pre-paid for a block of sessions (mainly children's reflexology) - rescheduling missed appointments may be possible and offered in the first instance. Please discuss with us.

3. **\*\*Exceptions\*\***: We understand that unforeseen circumstances may arise, such as sudden illness or emergencies, that prevent you from providing the required notice. In such cases, please contact us as soon as possible to discuss your situation, and we will do our best to accommodate your needs without imposing the cancellation fee.

4. **\*\*Payment\*\***: Cancellation fees must be settled within 1 week of the missed appointment. Failure to remit payment may result in the inability to schedule future appointments until the outstanding fee is paid.

5. **\*\*Rescheduling\*\***: Clients are welcome to reschedule appointments, subject to availability, without incurring a cancellation fee, provided that the required notice period is given.

We appreciate your understanding and cooperation in adhering to our cancellation policy. By doing so, you help us maintain efficient scheduling practices and ensure that we can continue to provide quality care to all of our clients. If you have any questions or need further clarification, please don't hesitate to contact us.



Claire Donaldson - Holistic Therapist

[www.shewaliving.co.uk](http://www.shewaliving.co.uk)

[claire@shewaliving.co.uk](mailto:claire@shewaliving.co.uk)

07411 400 141

### **Cancellation Policy – Children’s’ Classes and Courses**

We understand that life can be unpredictable, and circumstances may arise that necessitate the cancellation of classes or courses. If your child is booked onto a pre-paid course and misses 1 or 2 classes due to illness or unforeseen circumstances, no refund will be issued.

If you need to cancel more than 2 sessions for whatever reason, you will be refunded accordingly - paying for the sessions to date and a £2.00 cancellation fee (administration costs).

If classes can't be run due to staff sickness or other unforeseen events, refunds will be made accordingly.

Thanks for your understanding.

Claire Donaldson

[claire@shewaliving.co.uk](mailto:claire@shewaliving.co.uk)

Holistic Therapist