

CANCELLATION POLICY: (respecting each other's time)

Bookings are made by appointment only, scheduled at the time or by phone. Evening appointments are extremely popular so you will probably need to book ahead, however sometimes it is possible to make a last minute appointment due to a cancellation so it's always WORTH A TRY!

Missed appointments - when you book your appointment with me, that time is set aside for you and ONLY you. I never double book and try to always be ready for you when you arrive. In return, I ask that you keep your promise to me and show up for your appointment on time.

Please understand that I only get paid when I deliver a service, therefore missed appointments are costly for me and prevent me from offering your space to other clients.

That said my policy is simple. If you don't show up for your scheduled appointment and have not notified us at least 24 hours in advance, you will be required to pay the full cost of the treatment.

Cancellations - in the event you are unable to keep your scheduled appointment with me, please contact me at least 24 hour prior to your appointment. If you don't reach me, please leave a message on my voicemail otherwise the above policy will applied.

Note: I recognise that no one is perfect and there are circumstances that are out of your control (sudden illness, family emergency...) and so I may make an exception to above policies on those rare occasions.