NEW BOOKING CANCELLATION POLICY

– JUNE 2015

Because the office is not manned everyday, please DO NOT email appointment cancellations, please leave a message on the answerphone.

Appointments (including oxygen) cancelled ON THE DAY will incur full donation as all therapists will still expect payment.

Oxygen cancellations: volunteers for oxygen sessions have to be organised and notified well in advance of the session. Because we are carrying out far more oxygen sessions is has become an increasingly time consuming task to rearrange sessions and people.

Obviously donations for missed appointments will be discretionary as to individual circumstances.

|  |  |
| --- | --- |
| For all appointments on: | You need to cancel by: |
| Mondays and Tuesdays | 12.00 on Friday (previous week) |
| Wednesdays and Thursdays | 12.00 on Tuesday |
| Fridays and Saturdays | 12.00 on Thursday |