



CANCELLATION POLICY

General

- Less than 24 hrs notice or no show for appointments the full fee of €75 will be charged
- Cancellation fee is required to be paid at the time of cancellation, a payment link will be sent.
- No further appointments will be offered until the late cancellation/no show fee is paid.
- The late cancellation/no show fee will be waived if the appointment is rescheduled during the same week (this is dependent upon appointment availability).
- In the unlikely event the therapist cancels and is a no show on the day of your appointment, you will be offered an alternative appointment free of charge.

COVID-19

- Late cancellation/no show applies if an appointment is cancelled on the day due to a positive COVID-19 test.
- It is expected that an antigen test is taken the day before your appointment if you suspect you have COVID-19 infection, have symptoms, been exposed to a person with a positive result.
- If you are required to restrict your movements or self-isolate due to COVID-19 recommended guidelines, sessions will be moved to online video sessions.

Weather Warnings/Bad Weather Conditions

- It is expected for clients to attend their appointments during inclement weather, except for Government/Met Office RED weather warnings for the country/region.
- If you decide to not attend an appointment due to inclement weather on the day, you will still be charged the late cancellation/no show fee.
- It is expected that clients make decisions about travelling to sessions in advance, based on local and national weather information.
- Online video session are available for your convenience if you do not want to travel to meet in person due to bad weather conditions.

Genuine cancellations with notice are understandable, however due to high demand for appointments, more than two cancellations within a 4-week period will require future appointments to be paid in advance to secure the appointment. More than three cancellations of appointments within a 4-week period will result in no further appointments being offered, and termination of therapy.

Updated November 24

Updated November 2024