# Booking & Cancellation Policy

Note - we are sorry that we have to have this kind of policy but it has had to be introduced because, unfortunately, there are many times that patients simply don’t show up and this is a cost to the business, so here it is!

Thank you for your understanding and cooperation. Trish

* Bookings are made on a first come first served basis
* A non-refundable payment of £50 is required for a consultation. Payment can be made by secure text message link or by direct bank transfer. 15 minute consultations are FREE of charge.
* Late cancellations – within 24 hours - will result in deposits being forfeited.
* Changes to booked appointments can be made up to once with no loss of deposit as long as made before 24hours of the original appointment time.
* Bookings are not confirmed until a deposit has been paid.
* We cannot hold your booking without a deposit payment and it will be allocated to somebody else if not paid within 24hoursof making the appiontment.
* If you do not go ahead with a treatment after a consultation the payment is not refundable.
* Please ensure that you provide us with all medical information requested as we cannot be held liable if there any additional information not supplied or failure to follow instructions given.
* Please do not take alcohol or drugs such as diazepam before appointments as it may not be safe to proceed with any treatments. Please let us know if you have taken anything like this.
* Please try to ensure that you have had something to eat and drink before any treatment.
* Please let us know immediately if you are planning any flights within 24hours of your treatment as it may not be safe to go ahead.
* A review appointment with no planned additional treatment (usually free of charge) that is cancelled or missed within 24hours is also subject to a charge of £25 the next time that you attend the clinic.