

Cancellation Policy

Your appointments are very important to us, this time is reserved especially for you. We try to be as flexible as possible, however, this policy is in place to ensure the therapist's time and client's allocated appointment times are respected.

Cancellations

Appointments may be cancelled with more than 24 hours' notice without penalty. Cancellation fees apply if you do not provide 24 hours notice.

We appreciate that unforeseen circumstances arise from time to time that may affect your ability to attend your appointment. Late cancellations or not showing up affects not just the clinic but other clients that could have booked an appointment during that time or were on the waitlist.

How to cancel your appointment

- (a) If you have received an email confirming your appointment, there is an option to cancel in your confirmation email.
- (b) Contact me by email therasa@therasajazowytherapies.com or call or text 0405 260 429 to advise your cancellation or if you wish to reschedule your appointment.
- (c) Reply to your confirmation text or email sent to you the day before your scheduled appointment.

Late cancellation (within 24hrs)

If you have not provided at least 24 hours notice you may be required to pay a cancellation fee up to 100% of the value of your scheduled treatment.

If your appointment is rescheduled, the therapist may use their discretion regarding the cancellation fee of the original appointment.

If the cancellation is related to COVID-19 the cancellation fee will not be charged. You may be asked to provide evidence of your COVID-19 test result or instructions to self-isolate.

Late Arrival

To ensure you get your full treatment, arriving on time is necessary so that you get the entire time allocated to you. We have appointments scheduled immediately after each other and that will affect the rest of the day if we were to push it back further.

We reserve the right to charge the full fee for the appointment time that has been booked as that time has been reserved purposefully.

No show

If you have missed your appointment and have not advised that you cannot attend, you will be billed for your missed appointment.

Multiple cancellations

If clients consistently cancel at the last minute we will request credit card details to secure their booking.

Waitlist

Same-day appointments may be available or you may wish to be added to the waitlist. If there are no appointments available online send a text to 0405 260 429 and ask to be waitlisted. You will be notified if an appointment becomes available.