

the **root** of it
Cancellation Policy

Aims

We recognise that situations change and sometimes booked services need to be cancelled. Provided we are given in excess of 2 working days' notice no money will be due.

Terms and conditions

In the event of sickness or absence, the Provider will attempt to agree an alternative time for delivery of the service. The Client must give two working days (Monday to Friday excluding bank and public holidays) notice of cancellation of an appointment. We reserve the rights to charge for time should a cancellation be made without due notice. Such cancellations will be charged at full rate.

The Provider will inform the Client as soon as possible of any cancellation due to sickness or absence of a Service Provider or other circumstances outside its reasonable control. Such time will not be charged.

August 2014