

## **Payment & Refund Terms & Conditions**

1. New clients and those who tend to change/cancel appointments will be required to pay prior to their appointments.
2. If the appointment is cancelled within 48hrs of the appointment then there will not be a refund.
3. If there is a week notice to 72hrs notice given 50% of the payment will be refunded. However, if the appointment is cancelled and rebooked and the new appointment is within the following 4 weeks of the original booking the payment can be carried across (this can only be changed once for each appointment). Likewise, if the appointment can be filled by another client in that time the payment can be carried across or refunded.
4. If Penny turns up to the appointment and she has not been informed of a medical condition that may affect having a massage prior to the appointment she is within her right to refuse to carry out the massage, gain a disclaimer for the treatment or require a doctors note for a future appointment. It will be within Pennys discretion whether a refund is given or the payment extended to another appointment date.