



## **TERMS & CONDITIONS/ CANCELLATION POLICY**

### **Payment**

- Payment should be made by Bank Transfer (details will be given upon Booking).
- Basic pay – as – you- go 1:1 Coached sessions must be paid in FULL in advance of each session.
- Intermediate & Premier Packages should be paid either in Full before Initial Consultation, or on weekly / monthly basis as agreed, in advance of each follow up sessions.
- Payment must be made prior to each appointment, and your appointment is confirmed once payment is received (or part payment for Packages).
- Packages will expire 6 / 12 weeks from start date (excluding Bank Holidays or Health Coach's unavailability)

### **Late Arrivals**

- Initial sessions are generally 75 minutes in length with 30 minute follow up sessions dependent on package and shall start at the scheduled time.
- Sessions will not be extended due to lateness of the client or due to interruptions caused by the client.
- Any client who has not arrived within 15 minutes after scheduled time will be deemed to have cancelled and will be charged for the entire session.

### **Cancellations**

- Sessions cancelled 48 hours or less will be charged in full to the client
- Sessions can be cancelled (& rescheduled) 7 days prior to planned session free of charge

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