



RICH THERAPIES
— POSITIVE HEALTH & RELAXATION —

Policy Name	Rich Therapies Ltd Cancellation Policy
Policy Date	July 21st 2020
Reviewed by	Jae Richardson, Director, on 21st July 2020 Sylvan Richardson, Director, on 21st July 2020
Next Review Date	21st October 2020
Version number	1.0

Rich Therapies Cancellation and Lateness Policy

This is the Cancellation and Lateness Policy of Rich Therapies Ltd, Thornfield House, Delamer Road, Bowdon, WA14 2NG

The therapist will provide the appointed service at the requested time.

When clients do not attend appointments without notice, this has a direct, negative impact on our therapists and our business.

Clients occasionally need to change or cancel their appointment. We ask for at least twenty four hours notice. If less than twenty four hours notice is given, then the full treatment price will be charged.

Clients who have cancelled without notice more than once, will be required to pre-pay for all future treatments.

Group bookings of three or more people require a cancellation notice period of 72 hours and a 50% booking fee. If the group booking is cancelled within 72 hours, the 50% booking fee will be non-refunded.

As we operate on a strict appointment only basis, if a client is late for an appointment, we may not be able to provide the full treatment - especially if the therapist has an appointment immediately afterwards.

An email reminder is sent to clients two days before each appointment.

A text reminder is sent four hours before each appointment.

Please email any queries relating to this policy to info@richtherapies.com

Directors

Rich Therapies Ltd