

## **Cancellation & Rescheduling Policy**

### **Essentially Beth**

I hold each session with care and intention, reserving time and energy especially for you. To support this, the following cancellation and rescheduling policy applies.

#### **More Than 48 Hours Before the Appointment Time**

If you need to change your plans, you may **cancel or reschedule your appointment with more than 48 hours' notice before the appointment time.**

With sufficient notice, you can choose to:

- Reschedule your session to a later date, or
- Cancel your appointment altogether

There is no charge for cancellations or changes made with more than 48 hours' notice.

#### **Less Than 48 Hours Before the Appointment Time**

Cancellations or changes made **with less than 48 hours before the appointment time** are chargeable in full.

Where possible, I am happy to reschedule your session to the next available date and time that suits us both. In this case, **the original session fee still applies, and payment is required again for the rescheduled appointment.**

If you choose to cancel with less than 48 hours before the appointment time, the session fee is non-refundable.

#### **Exceptional Circumstances**

I understand that genuine emergencies can arise. In cases of serious or exceptional circumstances, such as bereavement or sudden illness, please contact me as soon as possible and I will approach the situation with compassion and understanding.

#### **No-Shows**

If you do not attend your appointment without prior notice, the full session fee will still apply.

You are very welcome to book another session once payment has been made for the missed appointment.

#### **Regular & Ongoing Bookings**

Clients with regular ongoing sessions are kindly asked to give more than 48 hours' notice for any changes. Repeated late cancellations may affect the availability of ongoing slots.

### **Agreement**

By booking a session with Essentially Beth, you confirm that you have read and agree to this cancellation and rescheduling policy.

If you have any questions about this policy, please feel free to get in touch before booking and I'll be happy to clarify anything for you.