



GROUNDLED SOLES

INTEGRATED HOLISTIC THERAPY



Cancellation, Missed Appointments & Late Arrival Policy

I value your time and wellbeing. To support the smooth running of the practice and to be fair to all clients, please take a moment to read the following policy:

Cancellations & Rescheduling

If you need to cancel or reschedule your appointment, I kindly ask for at least 24 hours' notice. This allows me the opportunity to offer the space to another client.

Late Cancellations

Appointments cancelled with less than 24 hours' notice may incur a fee of full cost of the session.

Missed Appointments (No-Shows)

If you are unable to attend your appointment and do not provide notice, the full session fee will be charged. This reflects the time that was reserved especially for you.

Arriving Late

If you arrive late for your appointment, your session may need to be shortened to respect the time of the next client. The full session fee will still apply.

Unexpected Circumstances

I understand that life can be unpredictable. If something unforeseen arises, please get in touch as soon as possible – these situations will always be approached with care and understanding.

By booking an appointment, you are acknowledging and agreeing to this policy. Thank you for your understanding and for supporting my business.



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Grounded Soles



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