

<b>POLICY TITLE:</b> Cancellation Policy	<b>Policy Number:</b> 3
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<b>Author:</b> Anna Hopkins	

**Cancellation**

Healing Health appreciate things crop up or travel can become difficult, however to ensure all costs and time allocated are considered, cancellation fees apply in the following way.

- More than 24hrs notice no charge,
- Between 24-6hrs notice 50% charge (unless the session is subsequently filled).
- Less than 6hrs 100% charge.

Each therapist can consider any specific circumstances and decide whether cancellation fees should be applied. Due to COVID 19 it may be impossible for individuals to attend due to restrictions and quarantine, this of course will be fully considered.

If there is a dispute about cancellation charges than a complaint can be raised with the executive Director and efforts will be made to resolve the issue. In rare circumstances where a resolution can not be found and payment is still refused Healing Health have the right to terminate services and seek legal advice.