

Cancellation Policy

Your appointments are very important to us at Health Rediscovered. They are reserved especially for you. We understand that sometimes schedule adjustments are necessary. Therefore, we respectfully request at least 24 hour notice for cancellations or rescheduling of appointments.

Please understand that when you forget, cancel, or change your appointment without giving enough notice, we miss the opportunity to fill that appointment time, and clients on our wait list miss the opportunity to receive services.

Any appointment missed, late cancelled, or changed without 24 hour notice will result in a charge. Less than 24 hours but more than 1 £20: less than 1 hour – full fee payable. The appointment may be taken off of a contract/package or charged individually.

As a courtesy, your appointments are confirmed electronically several times before your scheduled appointment by email and/or text messaging from our online appointment scheduling software because we know how easy it is to forget an appointment you booked! From this confirmation email, you have the option of the following without a charge:

- reschedule/change/modify your appointment from your online account;
 - cancel your appointment from your online account;
 - respond back by email with any changes or issues;
- call our number which is provided in the email for customer service;

Please understand that it is your responsibility to remember your appointment dates and times in order to prevent any missed appointments which result in a cancellation fee. Not receiving an electronic notification of your appointments from us the day before is not sufficient reason to miss an appointment if the original confirmation notification was received timely. A link to automatically upload the appointment to your calendar is provided on every electronic confirmation.

Any late arrival will shorten your appointment time and will not be made up by running into the next client's scheduled appointment.

It is mutually understood that if a cancellation is due to circumstances beyond any of our control, such as power outage, unfortunate incidence, or weather that requires you or us to have to cancel or be closed during regular business hours, we will reschedule your existing appointment and no discount or charges will apply.

The 24 hour cancellation policy gives us time to fill that appointment, and therefore not waste the therapists' time!

Thank you for viewing and supporting our 24 hour cancellation and rescheduling policy criteria!