

New Booking Cancellation Guidelines 12/2/15

For all appointments on:	You need to cancel by:
Mondays & Tuesdays	12.00 on Friday (the previous week)
Wednesdays and Thursdays	12.00 on Tuesday
Fridays and Saturdays	12.00 on Thursday

This will enable rearrangement of the bookings for the coming 2 days on the days when the office is manned (Tuesday/Thursday/Friday), to prevent gaps in therapist schedules.

Although discretion can be applied in the event of illness, **cancellation** made after these times will be subject to a **£5 donation**, and **no-shows** will be subject to the **full therapy donation**.

These charges are applicable to all therapies, including oxygen.