



Cancellation Policy- Serenity to Flourish services

I am a member of the Federation of Holistic therapies. I am expertly qualified and fully insured to provide the holistic services which are listed on my website.

For the purposes of my business and the services I provide; Serenity to Flourish and Serenity to Flourish pregnancy I am working within the limits and professional boundaries of my expertise, training and experience. My time is precious, valuable and important, and I have limited appointments available. **Please respect this by giving more than 24 hour's notice for cancelling an appointment.**

Giving me 24 hours notice, will enable me to re-book the appointment for another client.

If you do not give 24 hours notice, you will be charged half of your treatment cost. Unless it is an emergency, and I will use my discretion in individual circumstances. If you cancel 2 appointments in a row, **within 48 hours** you will also be charged half of the treatment cost for the inconvenience caused.

In these instances, I will email you an invoice from my PayPal business account.

If you are ill, you must cancel your appointment to protect me as your therapist and reduce the risk of cross contamination in my therapy room.

If you have a complaint about my services, please express this to me at the time so I can make any adjustments to future treatments. If you are unsatisfied with my response, you can contact the Federation of Holistic therapists directly. Thank you for taking the time to read this important information.

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Rozalind Joy Neil



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