

# Terms and Conditions

## Cancellation Notice Policy

### For all bookings:

- **48-hour (2 days) cancellation policy** applies, where no fee will be payable for cancellations (or changes) made with more than 48 hours notice.
- Cancellations made within less than 48 hours of your appointment will not be refunded, however the option to reschedule is available.
- All cancellations (or changes) must be made by phone or text to **07444 218225**. We cannot accept cancellations (or changes) by email because we might not be able to pick them up in time.

### Online bookings:

- Online bookings need to be paid by card, or pre booked with cash payment made at the time of your appointment.
- Should you need to cancel your appointment, the payment made will be repayable if the cancellation notice is made to **07444 218225** within the period before the start of the 48-hour cancellation period.
- Should you have to cancel (or change) your appointment then the above Cancellation policy applies.

### Gift Vouchers:

Gift Vouchers are also subject to our cancellation policy. Should you cancel (or change) your appointment within the 48 hour cancellation period the cancellation fee will be deducted from the value of the voucher.

We may from time to time offer time-limited **discounts or offers**. These may be offered online or in the form of a voucher. These discounts or offers are not redeemable for cash.

For general concerns or issues with the services received at Energ-Ease, please get in touch on **07444 218225** or email [Kiren@Energ-Ease.com](mailto:Kiren@Energ-Ease.com)