

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 (or changes) made **within 48-24 hours** of the appointment time, **25% of treatment fee will be charged.**
- Cancellations (or changes) made with **less than 24 hours'** notice, **50% of treatment fee will be charged.**
- Missed appointments and repeated late cancellations (or changes) will be charged at the full treatment fee.
- All cancellations (or changes) have to 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:

- There is a deposit to pay at the time of booking, the remainder needs to be paid by cash, cheque or card at the time of your appointment.
- Should you need to cancel your appointment, the deposit will be repayable if the cancellation notice is made to **07444 218225** (or if so arranged, directly to the therapist) in the period before the start of the 48-hour cancellation period, minus credit card fees, if applicable.
- 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