



When you become a client of one of our Therapists/Practitioners at The Silver Web Holistic Centre you are agreeing to abide by our **Cancellation Policy & Terms of Business**.

By booking a session or a course with one of our Therapists/Practitioners/Trainers here at The Web it is assumed that you are fully aware of our Cancellation Policy and our Terms of Business.

The following terms apply to **All** appointments made and sessions/training booked.

Cancellation Policy:

- ✚ 48 hours' notice is required if you need to cancel or change your appointment, otherwise, the late cancellation charge of 50% of the full session value will apply. This allows us to offer the opportunity for someone else to schedule an appointment within your cancelled slot.
- ✚ Cancellations should be made by text message or phone call only.
- ✚ If you fail to show for your appointment, your session will be charged at full cost. Please do not be a **NO-SHOW**, we value your time, please value ours.
- ✚ Block booking appointments missed or cancelled late, will automatically be deducted from your block booking records.

- ✚ If we need to cancel any appointments with less than 48 hours' notice we will re-schedule your appointment with you, to suit.

Right to Refuse or Terminate our services:

All our Therapists/Practitioners here at The Silver Web Holistic Centre reserve the right to refuse or terminate services at any time. You may be liable for payment of the terminated session. In the case of a pre-paid session or a gift voucher, it may be considered used if any of the following apply.

Reasons may include (but are not limited to):

- ✚ Medical conditions or illnesses that can affect Therapist's/Practitioner's health e.g., Cold, cough, flu, skin diseases, sickness & diarrhoea etc.
- ✚ Being under the influence of pain killers (over the counter/prescription), alcohol, or other drugs or intoxicants (When doing energy work, trauma work or massage, you need to be able to gauge pain and be able to respond to any emotions that arise with a clear head)
- ✚ Poor hygiene - Please be relatively clean (bathed within the past 24 hours)
- ✚ Being rude or disrespectful
- ✚ Comments or actions of a sexual nature- even if you are "just joking".

Late Policy:

- ✚ We do understand that unexpected events happen occasionally in everyone's life and we will do our best to rebook your session in as soon as there is availability, providing you contact us soon as you are aware you will not make your session. (Charges may apply if your session is cancelled with less than 48hrs hours' notice, it is up to the individual Therapists/Practitioners discretion).
- ✚ Arriving late –
Appointment times have been arranged specifically for you. This is the time you agreed to on booking. If you arrive late then I am afraid your session may be shortened. This is to accommodate other clients whose appointment will follow yours.
Depending on the time left of your session, the Therapist/Practitioner will decide if there is enough time left to begin your session. Regardless of the length of your session given, you will be responsible for paying the 'full' session amount.
- ✚ Out of respect and consideration for our Therapists/Practitioners and our other clients please plan your visit accordingly and arrive on time.

Training at The Web:

- ✚ When booking on any training course with any of the Therapists/Practitioners/Trainers at The Web a non-refundable £50 deposit is required on booking, this secures your place on the course. Other information required will be shared with you at the booking stage. (See individual events posts, as each training/course provided differs)
- ✚ Remaining balance will be expected one week before the training commences.
- ✚ Obviously, there are exceptions to the rule, if you require support when booking on training please speak to the individual Trainer as changes to the above statements are at the Therapists/Practitioners discretion.

Gift Vouchers:

- ✚ Gift vouchers are valid for 6 months from date of purchase after which they cannot be used.
- ✚ You need to mention the gift voucher at the time of booking and present at the time of your session. The Silver Web Holistic Centre has the right to refuse your session if the voucher is not presented.
- ✚ If you cancel or reschedule your booking with less than 24 hours of your appointment, The Silver Web Holistic Centre has the right to refuse to honour the gift voucher. Check that your gift voucher is valid for your new date.
- ✚ Please book in advance and do not leave it until a week before your voucher expires to book your session! If the Therapists/Practitioners are fully booked and cannot get you in before your expiry date your voucher will expire.

Offers:

- ✚ Only one offer or discount code can be used per session.
- ✚ When you buy a block booking, this must be fully paid in advance to qualify for any discount available.

Damage, Accident and Personal Belongings:

Each of our Therapist, Practitioner and Trainers are working as self-employed individuals. The Silver Web Holistic Centre does not employ anybody. However, we all adhere to the same set of standards and procedures. Each have their own insurers and associations; any questions please speak to the individual.

- ✚ Any damage to the therapy rooms or facilities or other accident or injury must be reported immediately.
- ✚ “Immediately” means in this context before you leave The Silver Web Holistic Centre. Failure to do so will, by necessity invalidate any later claim. The Therapists/Practitioners here at The Silver Web Holistic Centre can accept no liability for accident, injury or misadventure caused by your own actions.
- ✚ We cannot accept responsibility for loss or damage to personal belongings left on the premises.

Positive Comments/Feedback, Complaints.

- ✚ We take the running of The Silver Web Holistic Centre very seriously and we want to hear from you if you have any comments, good or bad, or recommendations for improvements. We can only improve if we listen to what our clients want.
- ✚ Please leave us a review on our Google Business Page and Facebook.

