

## **Refund Policy**

We tend to process refunds once a week, but should you require this any earlier, please contact us with your name, postcode and date of the cancelled appointment, and we will try to process your refund within the following 24-hours. However, if you would prefer to keep your credit with us and use this for another appointment, we will ensure the payment is transferred over and any outstanding balance will need to be paid on the day of the appointment, either by cash, card or bank transfer.