

CLARITY SOUND THERAPY

CANCELLATION, RESCHEDULING & NO-SHOW POLICY

I understand that plans can change. This policy provides flexibility for clients while protecting reserved appointment times and helping Clarity Sound Therapy remain a sustainable small business.

1:1 & COUPLES SESSIONS

Client Cancellations & Rescheduling

If you need to cancel or change your appointment, please provide at least **24 hours' notice**. Your session can then be rearranged to another available date.

No-Shows

If you do not attend your appointment without letting me know, **50% of the missed session fee must be paid before another session can be booked**.

Late Arrivals

If you are running late, please contact me as soon as possible.

If you are **10 minutes late without making contact**, I will assume you are no longer attending and your appointment will be treated as a no-show.

If you let me know that you are running late, arrival up to **15 minutes late** can be accommodated. Your session will still finish at the original scheduled time and may therefore be shorter. Arrivals beyond 15 minutes may need to be cancelled.

GROUP SOUND BATHS

Group sound bath places are **non-refundable** due to limited spaces and venue commitments.

If you book a place but do not attend without notice, **50% of the missed event price must be paid** before you can book or attend another Clarity Sound Therapy session or event.

IF CLARITY SOUND THERAPY NEEDS TO CANCEL

If I need to cancel or rearrange your appointment and provide at least **24 hours' notice**, your session will simply be moved to another suitable available date.

If I need to cancel with **less than 24 hours' notice**, your session will be rearranged and, as a goodwill gesture for the inconvenience, you will receive **20% off the cost of that session**.

If I cancel a prepaid group event and a suitable alternative cannot be arranged, you will receive a **full refund**.

WHY THIS POLICY IS IMPORTANT

Every appointment and group place is reserved specifically for you. This policy helps me to be fair and flexible while protecting my time, availability and business costs, ensuring Clarity Sound Therapy remains sustainable and can continue providing a high-quality service to every client.

Thank you for your understanding and for respecting my time and small business.

Chloe