

# Cancellation Policy

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## PURPOSE OF POLICY

This cancellation policy aims to respect the time commitments of all involved. I am committed to providing the best service in a timely manner. This policy explains the process of cancelling your appointment and the fees applicable for late cancellations, late rescheduling, and no-show attendance. All references to cancellation are also reference to rescheduling of appointments. I understand that plans may change unexpectedly. Therefore, subject to my approval in writing, some late cancellations or late rescheduling will not result in a forfeited deposit.

## CANCELLATION & RESCHEDULING PROCESS

Due to limited time availability, I request that you cancel with adequate notice. I require a minimum of 1 business day notice for cancellation and rescheduling. Please inform me by 11am the business day before your scheduled appointment by emailing: [hello@amy-simpson.com](mailto:hello@amy-simpson.com) or using the link in your confirmation email.

## REFUND POLICY

I collect a deposit of 30 to 100% upon confirmation of your booking (depending on booking type). If no prior notice is given, or the notice is not in accordance with the cancellation and rescheduling process outlined above, you will forfeit your deposit. Late arrivals can only be extended to the remaining time of the scheduled appointment. If you are more than 10 minutes late, we will have to reschedule or cancel the appointment, which may mean you forfeit your deposit.

## ACCEPTANCE OF THIS POLICY

By booking an appointment with me, you agree to the terms of this policy. You understand that you may forfeit your deposit if you cancel or reschedule without providing notice by 11am the business day before your booking, or if the appointment is missed.

