



Bookings & Cancellations Policy

All bookings shall be processed via a third party online booking system, such as, but not limited to, Fresha. It is a mandatory requirement for registration forms to be completed no later than 24 hours prior to an appointment. This is for the purposes of identifying, and accommodating, physical and mental wellbeing concerns, as applicable. The forms are also required for insurance purposes. The information collected will be processed and stored as outlined in the Linden and Light Therapy Privacy Policy, available upon request or via the business website.

Client booking cancellations shall be processed up to 48 hours prior to the scheduled appointment and the deposit payment will be refunded. Cancellations shall be made via the booking system, telephone, or email. No SMS cancellations will be accepted under any circumstances.

Where registration forms are not completed 24 hours prior to the scheduled appointment, a booking cancellation will be applied and chargeable at 100% treatment cost. The booking deposit payment will be retained, and treatment balance payment will be requested via email with a payment link, or via the card details held on the booking system.

Where a client cancels an appointment within 48 hours of the scheduled appointment time, a 'one time only' deposit transfer will be offered and only where the client agrees to reschedule the same appointment. Where a deposit transfer is NOT confirmed by the client within 48 hours, this will result in the deposit payment being retained, and the treatment balance payment will be requested via email with a payment link, or via the card details held on the booking system.

All treatment bookings, aside from prepaid memberships are subject to a 50% deposit to secure booking(s), which will be requested via email with a payment link, or via the card details held on the booking system. The deposit payment shall be received within 24 hours of request to avoid booking cancellation. Balance payments will be processed on completion of the scheduled appointment(s).

Gift card purchases and vouchers are subject to the same booking and cancellation criteria outlined in this policy, however refunds shall **NOT** apply.

Linden and Light Therapy reserves the right to cancel or reschedule appointments, change treatment type, change treatment prices or business venues at any time. Notification of changes will be sent via email, newsletter, SMS, published via social media or on the business website; as applicable, and at the earliest opportunity. In the event of cancellation(s) by Linden and Light Therapy, a 'one time only' deposit transfer for appointment rescheduling will be offered or refund processed, as applicable.

Regrettably, treatments offered by Linden and Light Therapy are not available for vulnerable adults or individuals under the age of 18. This is due to safeguarding and insurance limitations.

This policy will be reviewed annually or when a significant business change occurs, whichever is soonest. The next review date is scheduled for August 2026.

