



Booking policy

Booking Fees: Every Ad Hoc booking incurs a small, non-refundable booking fee (see our website for further details).

All accumulated booking fees will be invoiced at the end of the month, alongside the room hire fees for completed sessions.

Daily Limits: The maximum booking duration is **4 hours per day**. If you require an extension beyond this limit, please contact the clinic directly.

Cancellation policy

Ad Hoc bookings:

You may cancel up to 2hrs of bookings per day without incurring any room hire charge, provided you give 24 hours' notice. Any cancellations beyond the 2-hour daily threshold are non-refundable and will be charged at the full room hire rate. We therefore advise against booking "placeholder" slots of more than 2 hours.

Prepaid advance bookings:

Cancellations must be made before the payment due date (which is the 1st of the **preceding** month).

Cancellations by us:

The clinic reserves the right to cancel bookings in exceptional cases. Except for extenuating circumstances, we will provide at least one week's notice and consult with you prior to any changes.