



Natural Balance Holistics

Cancellation Policy

By booking with us here at Natural Balance Holistics, you agree to the following policy.

Clients:

If we at Natural Balance Holistic have to cancel or change your appointment within 24 hours of its' commencement, we will notify you as soon as possible. We will endeavour to rearrange the appointment time at the earliest opportunity for both parties. You will receive a 25% reduction on your next treatment cost in way of an apology for the inconvenience.

When cancelling a booking for a treatment you must give a minimum of 24 hours notice. If cancelling between 24 and 6 hours before treatment a 50% of the original price will be charge will be payable.

If cancelling within 6 hours of treatment commencement or you do not attend without notice, 100% of treatment cost will be payable.

Students:

If booking one of our short courses like, Reiki (levels 1 & 3), Ear Candles and, Indian Head massage, a 25% non-refundable deposit will need to be paid. Payment in full must be made 24 hours before the first day, unless an agreement has been made for a payment plan. Certificates will be withheld until full payment has been made. If you cancel less than 2 weeks before that start of a course, 50% of the course fees will be payable. No shows or cancellation within 48 hours will be charged the full amount of the course.

For online study (less common essential oils CPD & anatomy, physiology and pathology), you will have 48 hours from your enrollment to cancel and a full refund will be given.



FHT



professional™
standards
authority

accredited register

I'm a registered therapist, so you know I'm qualified and insured



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For full qualification courses (Aromatherapy, Massage, Reflexology and Reiki 2), you will have 2 weeks to change your mind and will receive a 75% refund of course costs or be able to transfer to a different qualifying course. This will not start the 2 week time limit again, the original time limit will still apply.

If we have to change the dates of a course, you will be notified ASAP and we will work to make sure all new dates are suitable for you. If this is not the case then a full refund will be issued.



I'm a registered therapist, so you know I'm qualified and insured