



Elite Equine Physiotherapy Cancellation Policy

01/03/2024

This cancellation policy outlines the full documented terms and conditions regarding cancellations to outline what is expected from us as a provider and you as clients surrounding cancellation of appointments, and the actions taken should this policy be broken.

- Cancellations are accepted up until **24 hours** before the session. For any cancellations within this 24-hour period, you, as a client, will be liable to **pay 50% of the session charge**. This policy applies even if you would like to rebook your appointment.
- If you arrive to your appointment late, there will be no additional charge, but this time will be taken off of your session time due to commitments to other clients and you will be expected to pay the full session fee.
- If you arrive late, missing the session, or with less than 15 minutes of your original session left, you will be expected to pay 50% of the session charge and your horse will not receive treatment this day.
- Booking rights may be refused if cancellations or 'no-shows' occur regularly.
- Exceptions may be made in the incidence of illness or disaster resulting in inability to attend an appointment; the opportunity to rebook at no additional cost may be offered. However, this will be monitored, and abuse of this term may result in booking refusal.
- If we are to arrive late to an appointment, you will be informed as far in advance as possible. There will be the option to reschedule at no additional cost to the original session or continue with the original appointment; your horse will still receive the full assessment and treatment paid for.
- If we are not able to make an appointment, you will be informed as far in advance as possible. Though we aim to avoid this where possible, it cannot always be managed. Cancelled appointments will aim to be rescheduled within the same week in order to maintain routine treatment at no additional cost.

In agreeing to the T&Cs, you also agree to this cancellation policy on booking, and respect the enforcements made should this policy be broken.