

Cancellation, No-Show & Late Arrival Policy

AromaOils Limited®

This cancellation, no-show & late arrival policy applies between you, the user of these services and AromaOils® Limited, the owner of which is Janette Baker. It is assumed that you agree to the terms and conditions below when you book an appointment, and it is your responsibility to read these conditions before booking so that you are aware of them.

Late arrivals

We appreciate that unexpected things can happen to make us late for appointments. Unfortunately, it may not always be possible to extend your appointment to cover the lost time, especially if other appointments are booked after yours and other clients are expected. Your late arrival means that we will need to end the session at the scheduled time, meaning your treatment will just be shorter for that day. Please note that as this appointment time has been reserved especially for you, and nobody else can use this time, you will still be charged for the whole appointment.

Cancellation & No-Show

You are welcome to cancel or reschedule an appointment at any time, provided you give 24-hour's notice. If you cancel an appointment with less than 24-hour's notice, please note that a fee is payable.

This policy is really important for this practice because while a medical doctor can see 35 patients in a day, a clinical therapist normally only sees a maximum of 6 or 7 clients on a daily basis. We reserve our time for you and if a client cancels with less than a full 24-hour's notice or does not attend and gives no notice, it is unlikely that the time slot will be filled, and the practice loses an entire hour from its work schedule.

Please be aware that this cancellation and no-show policy is not intended to be a penalty or a punishment. When a client books an early appointment, the therapist has to be at the clinic at least an hour beforehand to turn the heating on and prepare the room. Obviously, where the therapist is already at the premises, more time has to be taken to clean the room under COVID-19 restrictions and guidance and this is also having a substantial impact on the number of clients that can currently be seen. We are never upset when a client misses an appointment, as we understand that you may have to work, have sudden family issues or illness but it is important for us as a practice to make you aware of this, so that if on the rare occasion you do miss the appointment or have to cancel at short notice, you are not upset at paying a fee.

We are sure that you will understand that booking an appointment is like buying a ticket to an event. If you miss that event, it doesn't matter why you missed it, or even if it was your first time, you can't return your tickets for a refund. As our client, we will always treat you with the greatest respect and we therefore only ask that you value our time in the same way.

Our no-show fee is currently set at £25.

Our cancellation fee for less than 24 hours' notice is 50% of the amount you would have paid for the service that you booked on that day.