



Cancellation and Rescheduling Policy

When you book an appointment at Forget Me Not Therapies that appointment time is reserved especially for you. I understand that circumstances can change, so please let me know as soon as possible if you need to cancel or rearrange your appointment.

Cancelling or rescheduling your appointment

If you give at least 48 hours' notice, you may:

- reschedule your appointment; or
- cancel your appointment and receive a full refund.

If you give less than 48 hours' notice, your payment will normally be retained because it may not be possible to offer the reserved appointment to someone else.

If I am able to refill your appointment, your payment will be refunded in full.

Illness and genuine emergencies

I understand that illness and unexpected emergencies happen. Please contact me as soon as you can so that we can discuss your circumstances.

At my discretion, your payment may be transferred once to a new appointment. The rearranged appointment will remain subject to this Cancellation and Rescheduling Policy.

Missed appointments

If you do not attend your appointment and have not contacted me beforehand, your payment will not be refunded or transferred.

Arriving late

Please arrive at your confirmed appointment time.

If you arrive late, I may need to shorten your consultation or treatment so that the appointment still finishes at the scheduled time. The full appointment fee will remain payable.

Consultation form

If you are asked to complete or update a consultation form, please return it at least 48 hours before your appointment.

If you book within 48 hours of your appointment, please complete it as soon as possible after receiving your confirmation email.



I need the relevant health and medication information to assess whether treatment is suitable. If the requested information has not been provided, your appointment may need to be postponed.

If I need to cancel your appointment

If I need to cancel or rearrange your appointment, you will be offered the choice of:

- transferring your payment to another available appointment; or
- receiving a full refund.

How to cancel or reschedule

You can cancel or reschedule using the link in your booking confirmation, by replying to your confirmation email, or by calling me.

Your rights

Nothing in this policy affects your statutory rights. Where you have additional cancellation rights under consumer law, those rights will apply.