

## **Cancellation and Appointment Policy**

Your consultation time at Xylem and Floe is reserved especially for you. Prior to your appointment, time is set aside to thoughtfully review your information so that your consultation can be as focused, meaningful, and supportive as possible. To help make the most of our time together, please complete your pre-assessment forms **at least 24 hours before your appointment,**

If you need to cancel or reschedule your appointment, please provide **a minimum of 24 hours' notice.** This allows the appointment time to be offered to another client who may be waiting for care.

### **Appointments cancelled or rescheduled with more than 24 hours' notice**

Your booking deposit may be **transferred to a future appointment or refunded.**

### **Appointments cancelled within 24 hours or missed appointments**

The **booking deposit will be retained** to cover the reserved consultation time.

Rescheduling requests made within 24 hours of the appointment are considered a late cancellation.

While this policy helps ensure fairness and availability for all clients, it is understood that unexpected circumstances can arise. Genuine emergencies will always be considered with care and discretion.

If Xylem and Floe need to reschedule an appointment due to practitioner illness or unforeseen circumstances, clients will be notified as soon as possible and offered **an alternative appointment time or a full refund of any deposit paid.**

Repeated late cancellations or missed appointments may require full prepayment for future bookings.