

EMMA SIMPSON

structural integration // bodywork

POLICIES & PROCEDURES: PDF version

CANCELLATION

When agreeing to undergo structural integration, both you and your practitioner are entering into a commitment that requires your practitioner to be energetically present, ready to undertake sometimes intensive work and, able to maintain a safe space for you for all of your sessions.

This often requires your practitioner to take time before and or after each appointment to adequately prepare. No shows are an unfortunate and real-life occurrence, when possible we will always do our best to accommodate you, however, we know your time and energy are valuable and we ask for you to respect our time and energy.

I agree to these terms.

RUNNING LATE

Although we will charge the full amount per session, please feel free to let us know if you're running late.

We will attempt to contact you if you are 5-10 minutes late, however, if you are more than 15 minutes late and haven't given notice, we may have to consider you a no show and charged the full fee for your appointment.

I agree to these terms.

RESCHEDULING

Because our work is commonly booked in groups of sessions, we will often hold a regular space just for you for the duration of your series. This means that when you are unable to make your appointment, we may not be able to fill your space.

If you need to cancel or reschedule more than 72 hours from your appointment:

Go for it 😊

If you need to cancel or reschedule between 72 and 24 hours:

You will be charged 50% of your appointment, if you are required to pay the balance, this must be paid prior to your next appointment.

If you need to cancel or reschedule in less than 24 hours:

You will be charged for 100% of your appointment. If you are required to pay the balance, this must be paid prior to your next appointment.

I agree to these terms.

APPOINTMENT REMINDERS

Text messages and email reminders are sent 3 days before your appointment. If you need to cancel you can either cancel online or call us and cancel over the phone.

I agree to these terms.

We understand that life happens, and many things happen outside of our control. Please do not be offended when we uphold this policy and know that while we are doing our best to accommodate you, we also must ensure we practice healthy small business policy so that we can keep sharing our passion for years to come.

I agree with all of the terms outlined above.

THANK YOU!

Emma Simpson

www.emmasimpson.com.au