

Charlene Douglas – Booking & Cancellation Policy

Purpose

This policy forms part of the terms and conditions governing all consultations, therapy sessions and programmes. It is intended to provide clarity regarding bookings, cancellations and programme commitments while reflecting applicable UK consumer legislation.

1. Booking and Payment

All consultations, therapy sessions and programmes must be paid for in full in advance. Payment secures your appointment and confirms your acceptance of these terms.

2. Statutory Consumer Rights

If you book online or by telephone, you may have statutory rights under the Consumer Contracts Regulations. By requesting that your consultation or therapy begins within any applicable cooling-off period, you expressly request that the service starts immediately. Once a consultation or therapy session has been fully delivered, your statutory cancellation rights in relation to that completed service may no longer apply.

3. Consultation Cancellation

Consultations may be rescheduled once without charge where at least 48 hours' notice is provided. Cancellations made with at least 48 hours' notice may receive either a refund or a transfer to another available date. Cancellations made with less than 48 hours' notice, or failure to attend, are ordinarily non-refundable because the appointment time has been reserved exclusively for you, subject to your statutory rights.

4. Therapy Session Cancellation

Individual therapy sessions require a minimum of 48 hours' notice to cancel or rearrange. Where less than 48 hours' notice is given, or you do not attend, the full session fee remains payable and no refund or credit will normally be given, except where required by law.

5. Therapy Programmes and Session Packages

Therapy programmes and session packages are purchased as a structured programme of professional services and are not sold as individual standalone sessions.

Once the programme has commenced, the full programme fee becomes payable and is non-refundable, except where required by applicable law.

It is the client's responsibility to arrange and attend appointments within the agreed programme period. Sessions that are not booked or attended within this period will expire and cannot be refunded, transferred or credited unless otherwise agreed in writing by Charlene Douglas.

A decision to discontinue therapy after the programme has begun does not entitle the client to a refund for any unused sessions.

6. Programme Validity

Unless otherwise agreed in writing, all sessions included within a therapy programme must be used within six months of the purchase date. Any unused sessions remaining after this period will automatically expire.

7. Late Arrivals

If you arrive late, your session will still end at the scheduled time so that subsequent appointments are not affected. The full fee remains payable.

8. Exceptional Circumstances

Where exceptional circumstances arise, any decision to make an exception to this policy is entirely at the discretion of Charlene Douglas and does not create a precedent for future bookings.

Acceptance

By booking a consultation, therapy session or programme, you confirm that you have read, understood and agree to this Booking and Cancellation Policy.