

SSHEALTH & PERFORMANCE

Cancellation Policy for SS Health & Performance

Introduction

At SS Health & Performance, we understand that life can be unpredictable and that sometimes, appointments need to be cancelled or rescheduled. To ensure we can accommodate all our clients effectively and maintain a high level of service, we have established the following cancellation policy.

Cancellation and Rescheduling Policy

1. Notice Period

- Minimum 48 Hours' Notice: We require a minimum of 48 hours' notice for any cancellations or rescheduling of appointments. This allows us to offer the appointment slot to another client who may be waiting.

2. Late Cancellations and No-Shows

- Cancellations within 48 Hours but more than 24 Hours: If you cancel your appointment with less than 48 hours' notice but more than 24 hours, a cancellation fee of 50% of the session fee will be charged.
- Cancellations within 24 Hours: If you cancel your appointment with less than 24 hours' notice, the full session fee will be charged.
- No-Shows: If you do not show up for your appointment and fail to notify us in advance, you will be charged the full session fee.

3. Rescheduling

- If you need to reschedule your appointment with less than 48 hours' notice, the same cancellation fees may apply unless we are able to fill the slot with another client. We will make every effort to accommodate your new preferred time.

4. Emergencies

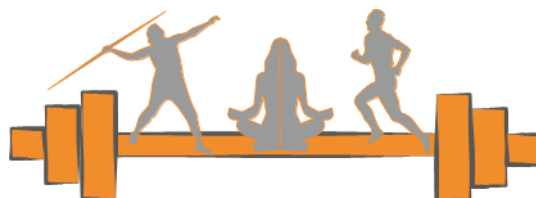
- We understand that emergencies and unforeseen circumstances can arise. In such cases, please contact us as soon as possible to discuss your situation. We may waive the cancellation fee at our discretion, depending on the circumstances.

How to Cancel or Reschedule

To cancel or reschedule your appointment, please contact us via one of the following methods:

- **Phone/WhatsApp:** 07895084701
- **Email:** sshealthperformance@gmail.com

Please provide your name, appointment date and time, and the reason for the cancellation or rescheduling.



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Payment and Refunds

- **Advance Payments:** If you have prepaid for your session and cancel within the required notice period, you can choose to either receive a full refund or apply the payment to a future appointment.
- **Late Cancellations/No-Shows:** If you have prepaid and cancel late or do not show up, the cancellation fee will be deducted from your payment, and any remaining balance will be refunded or credited to your account.

Regular Appointment Holders

If you hold a regular appointment slot (e.g., weekly or monthly), please notify us of any cancellations or changes as soon as possible to avoid disruption to your schedule and to allow us to offer the slot to other clients.

Changes to This Policy

We reserve the right to amend this cancellation policy at any time. Any changes will be communicated to clients via email or our website and will apply to future appointments.

Contact Us

If you have any questions or concerns regarding this cancellation policy, please do not hesitate to contact us at:

SS Health & Performance
C/O The Gaia Centre
17 Frederick Street
Loughborough

07895084701

sshealthperformance@gmail.com

www.sshealthperformance.com

Thank you for your understanding and cooperation. We appreciate your business and look forward to providing you with the best possible service.

