



Orchid Rehabilitation Ltd.

Cancellation Policy

Your appointments and well-being are very important to us. Once you have booked an appointment with us, we will exclusively reserve this time for you. We understand that sometimes plans change and you may need to cancel or rearrange your appointment.

For single* session appointments;

If you need to cancel or change your appointment, we would appreciate as much notice as possible. To enable us to offer your appointment time to another client we respectfully request at least 72 hours notice.

Our Policy:

- Any cancellation or reschedule made less than 72 hours will result in a cancellation fee. The amount of the fee will be equal to 100% of the booked services.*
- At the discretion of the therapist, if this is truly unavoidable, the cancellation fee may be applied to future appointments.*

For multiple session or block bookings^;

If you wish to cancel your ongoing multiple session or block bookings, due to the time that is booked out for these type of sessions (e.g. one whole day, 3 x a week hourly sessions, etc.) we ask for a longer notice period of 30 days. At the discretion of the therapist other cancellation periods can be agreed.

You can cancel or reschedule an appointment by emailing us at orchid.rehab@hotmail.com or by sending us a text or giving us a call on 07878 043626.

Orchid Rehabilitation Ltd has the right to cancel due to unforeseen circumstances i.e., illness or family bereavement, these sessions can either be rearranged or reimbursed.

**Single sessions are one-hour sessions*

^Multiple sessions or block bookings are clients who are receiving three-hour sessions a week, booked training days, complex assessments or day bookings for clients