

Booking procedures and cancellation policy

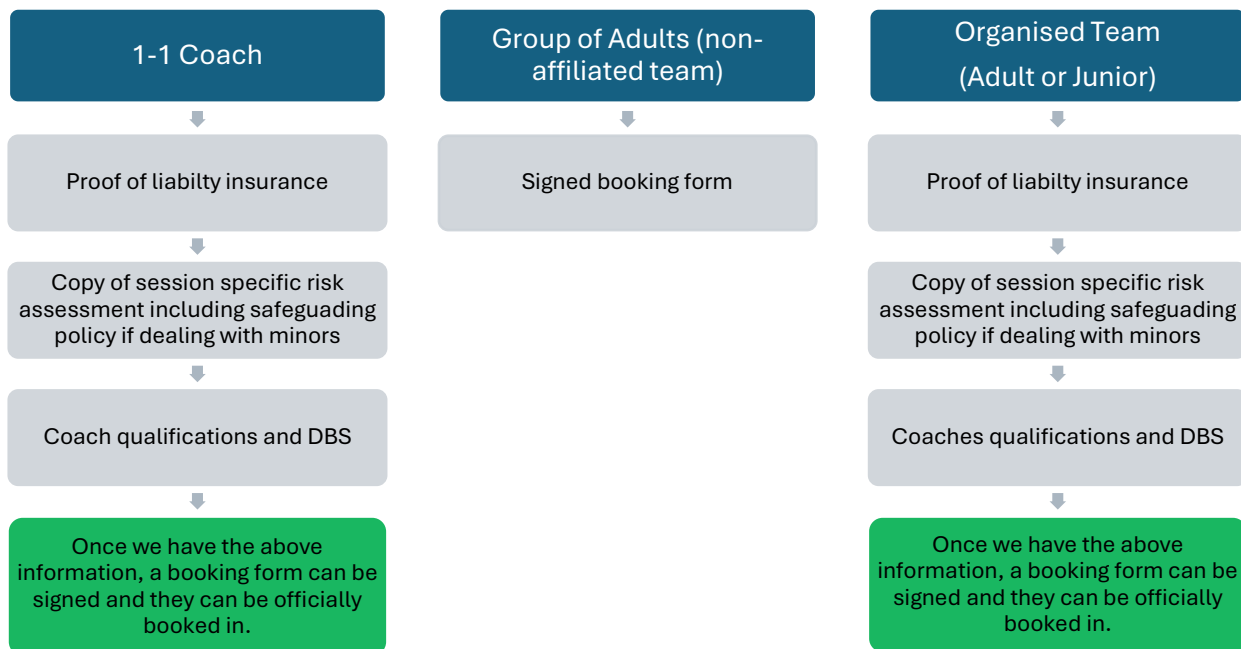
All Block bookings are either on a monthly direct debit or have been approved to pay on the day of each booking.

Block Booking procedures

- Cashless only
- Complete and sign a block booking form which includes terms of use, cancellation policy etc.
- Provide relevant documentation i.e as below
- Pay a deposit of 4/5 weeks up front – differs depending on area booked. (This is what secures any block booking.)
- Pay for each session weekly, via card or be set up on a monthly direct debit.
- The booking will be active and runs concurrently until cancelled in writing at least 1 month before their official end date. This allows their 4-week deposit to be used in their final 4 weeks, no refunds will be required.

Specific Booking Procedures

Below are a set of requirements needed for different types of bookings. The information we request below needs to be provided **before** a booking is confirmed. Failure to provide the relevant information will result in the booking being refused, as it will not cover our strict health and safety requirements.



1. General Appointments and Services

Notice Period

We require at least **one (1) months' notice in writing** for all **block bookings** and **advance notice** for all standard/ad hoc /7-day appointment cancellations or reschedules.

Failure to provide the required notice may result in being charged **up to 100% of the total fee**.

Cancellation Fees

- **Late Cancellations:** Appointments canceled with less than the required notice period may be subject to a fee as outlined in the cancellation fee schedule below.
- **No-Shows:** Failure to attend a scheduled appointment/booking without prior notice will result in being charged with the **full-service amount (100%)**.

How to Cancel

Please notify us of cancellations using Both of the following methods:

- **Phone:** 0161 653 2070

- **Email:** Paul.driver@hopwood.ac.uk/Ben.hirst@hopwood.ac.uk

When canceling, please include your **full name**, **appointment date**, and **service details**.

2. Single Bookings and Events

We recognize that unforeseen changes may occur. The following policy applies to one off events and general cancellation policy.

Single Bookings/events/ Cancellation policy:

Less than one week	Up to Full cost payable
7-14 days	up to 50%
14- days and above	up to 10%

Additional Notes

- All cancellation fees are calculated based on the **total booking or event cost**.
- Cancellations must be made **in writing** using the contact methods provided above.
- In cases of **illness, emergencies, or exceptional circumstances**, management reserves the right to **waive or adjust fees** at its discretion.

3. Flexibility Clause

We understand that emergencies and unforeseen events can occur. If you need to cancel due to **illness, family emergencies**, or other **unavoidable circumstances**, please contact us as soon as possible. We will make every effort to accommodate your situation and may offer a **partial refund** or **credit toward a future booking** at management's discretion.