

# Terms and Conditions - Touch of Happiness

## **Booking & Payment Policy:**

### **Booking & availability:**

All communication should be respectful, polite and coherent. Disrespectful or illiterate emails will be ignored.

Clients are asked to try and book in advance. I do not offer same-day appointments. I am not able to confirm availability more than one month in advance.

Full availability is listed on the Touch of Happiness website and updated regularly. If a date/time is not listed there then it is not available. There may be occasions where a date/time is listed but is not actually available. In this situation alternatives will be offered based on correct & up to date availability.

### **Payment:**

A deposit of 50% of the full session fee will be required for all first time bookings. This deposit can be paid via bank transfer or PayPal. Payment details will be given when a booking is confirmed.

The balance of a first time booking can either be paid in cash at the end of the session or no later than 24 hours in advance via bank transfer or PayPal.

Full payment of session(s) thereafter can be made either in cash at the end of the session or no later than 24 hours in advance via bank transfer or PayPal.

### **Cancellation:**

If a booking is cancelled by the client less than 24 hours in advance the full balance of the session will be due. If this cancellation fee is not paid then the client will not be re-booked, no future appointments will be accepted.

If a booking is cancelled less than 48 hours, but more than 24 hours, in advance then 50% of the full session fee will be due. If this cancellation fee is not paid then the client will not be re-booked, no future appointments will be accepted.

If a booking is cancelled more than 48 hours in advance then no cancellation fee will be due.