

Cancellation Policy Effective as of 01/11/2021

Our goal is to provide quality care and compassion for your pets in a timely manner.

No-shows, late arrivals and cancellations inconvenience not only us but other pets and customers as well who need this therapy for their recovery. We understand that sometimes, unexpected delays can occur, making schedule adjustments necessary.

Please be aware of our policy regarding missed appointments.

- When you book an appointment, you are holding a space in our calendar that is then no longer available to other pets and owners. In order to be respectful to your fellow pet owners, please call the Hydrotherapy Centre as soon as you know you will not be able to attend your appointment.
- The first time you miss or cancel an appointment, we will make a note on your file. Any following missed sessions will incur a fee.
- If cancellation is necessary, we require that you contact us at least **24hrs in advance**. Our appointments are in high demand, and this will allow another pet to access our care and treatment.
- Any cancellation or reschedule made less than 24hrs will result in a cancellation fee, equal to **50% of the session price**, regardless of any savings/loyalty schemes.
- If you are more than 20mins late for an appointment, we may not be able to properly accommodate your pet's therapy. In this case the same cancellation fee will apply.
- Payment will be due at the beginning of your next booked session before we can continue to treat your pet. Or a BACS transfer prior to your next appointment.
- In the event of a true, unavoidable emergency, all or part of your cancellation fee may be applied to a future booking.
- If you fail to show up for a booked appointment and do not let us know you are unable to attend, the **FULL** amount of the session fee will be charged. Payable prior to any further treatment.
- Any appointments cancelled relating to isolation/infection with COVID-19 we would gratefully request proof of a positive test or request to isolate.

Ways to get in touch

- Phone: 0114 442 0137
- Phone, Text or WhatsApp: 07973846079
- Email: enquiries@tudorhydrotherapy.com
- Facebook Message: Tudor Hydrotherapy Centre
- Instagram Message: @tudorhydrotherapy

