

Cancellation Policy

At Light Blue Clinic we understand that schedules can change, and unforeseen circumstances can occur. We strive to accommodate our clients' needs while also respecting the time and scheduling demands of our practitioners. To this end, we have established the following cancellation policy:

Cancellation Notice Periods and Fees:

More than 48 Hours' Notice: Cancellations or changes made to appointments with more than 48 hours' notice will not incur any fees. We appreciate your timely communication which allows us to adjust our schedule and accommodate other clients.

48 to 24 Hours' Notice: Cancellations or changes made within 48 to 24 hours of the scheduled appointment time will incur a fee equivalent to 50% of the scheduled service cost. This policy is in place to compensate our practitioners for their time and the short notice change to their schedules.

Less than 24 Hours' Notice: Cancellations or changes made with less than 24 hours' notice will result in a charge equivalent to 100% of the scheduled service cost. This fee reflects the significant impact on our practitioners' schedules and the lost opportunity to schedule another client.

How to Cancel or Reschedule Your Appointment:

To cancel or reschedule an appointment, please contact us directly at 01223504723 or info@lightblue.clinic Our staff will assist you in finding a new appointment time or processing your cancellation as per the above policy.

No-Show Policy:

Clients who fail to show up for their scheduled appointment without prior notice (“no-show”) will be charged the full amount of the scheduled service.

Exceptions:

We understand that emergencies and special circumstances can arise. Exceptions to this policy may be made at the discretion of Light Blue Clinic on a case-by-case basis. Please contact us as soon as possible to discuss your situation.

Acknowledgment:

By scheduling an appointment, you acknowledge that you have read, understood, and agree to the terms of this cancellation policy. We thank you for your understanding and cooperation.

Light Blue Clinic remains committed to providing high-quality care and services to our clients. Should you have any questions or concerns regarding this policy, please do not hesitate to contact us.