

## **Peterpenny Cancellation Policy**

We understand that sometimes you may have to cancel an appointment. We do require 48 hrs notice of any changes or cancellations to your appointments. Any cancellations after this time will incur a **50% fee**. If an appointment is missed without prior notification, a 50% no show fee will be incurred. If you need to cancel, please give us a call or use our online booking system.

Please remember you always receive a 48 hour booking reminder of your appointment.

We ask that you pay a **50%** holding fee to secure your booking online  
Should you cancel within 48 hours of your booking start time or no show on the day, your holding fee may not be refunded and we may charge the full **100%**.

Please remember you always receive a 48 hour booking reminder of your appointment.

## **Deposits**

To secure your booking we ask you to pay a deposit of **50%** of the cost of your service or treatment. The deposit will be taken when you book your appointment and will be taken off your bill when you pay for the service or treatment you have received. The deposit will be fully refunded if you cancel, as long as you give us at least 48 hours' notice. The deposit will be fully refunded if a service or treatment is unsuitable for you or cannot be provided for any reason.