



CANCELLATION POLICY.

As an appointment based business The Treatment Room operates a strict cancellation policy. Therefore please ensure your mobile number & email address are up-to-date to receive confirmation & reminder messages and let us know as soon as possible via email to make any changes.

THE FOLLOWING INFORMATION DETAILS OUR POLICY:

1. Failure to Arrive / No Show without prior notice = Full Cost of Treatment

We understand there are times when you are unable to attend an appointment but failure to do so without prior warning prevents us from seeing a client on the waiting list and still incurs fees in order to pay the practitioner for their lost time. Therefore you will be asked to pay the FULL COST of the treatment session

2. Less than 24-hours notice given = 50% of treatment cost

If we are able to re-schedule your appointment for within 7 seven days with the SAME therapist you will not be charged this fee* or if we are able to fill your appointment with a client from the waiting list.

*In the event that you fail to attend & pay for this rebooking the original 50% fee will still apply, as well as any late fees associated with this rebooking.

3. More than 24-hours notice given = No fee will be charged.

If more than 24-hours notice is given you will not be charged.

SPORTS THERAPY | SPORTS MASSAGE | OSTEOPATHY | PHYSIOTHERAPY

For information & bookings contact: thetreatmentroom@surrey.ac.uk, call 01483 682136 and speak to a specialist team member or visit www.surreysportspark.co.uk