



## Missed Appointment and Cancellation Policy

At Stuart Health, we are dedicated to providing exceptional health and wellbeing support. To ensure we can accommodate all clients fairly and maintain an efficient schedule, we kindly request that you adhere to our appointment cancellation policy.

### Appointment Cancellation

We understand that plans can change unexpectedly. If you need to cancel or reschedule your appointment, please notify us as soon as possible, and no later than **24 hours before** your scheduled time. This helps us offer your appointment slot to another client.

To cancel or reschedule, please email us at [contact@stuarthealth.co.uk](mailto:contact@stuarthealth.co.uk). We will do our best to accommodate your request, but please note that cancellations made less than 24 hours before the scheduled appointment will incur a full charge for the session.

### Late Cancellations and No-Shows

- **Late Cancellations:** If you cancel your appointment with less than **24 hours' notice**, this is considered a late cancellation, and the full cost of the appointment will apply.
- **No-Shows:** If you miss your appointment without cancelling, the full cost of the appointment will also be charged.

### Frequent Cancellations

If you cancel or miss more than **two appointments** within the same package or service, we regret that we will no longer be able to offer a rescheduled or refunded session. Any further cancellations, regardless of notice period, will incur the full cost of the session.

### New Clients

For new clients, any missed or late cancellations for the **first appointment** will result in a charge of the **full session fee**.

### Special Circumstances

We understand that emergencies and exceptional circumstances arise. Please contact us directly to discuss your situation, and we will do our best to accommodate your needs.

We appreciate your understanding and cooperation in helping us maintain a smooth and efficient schedule for all clients.