

# Cancellation Policy

**Soul 2 Sole Wellness**

**Effective Date:** 28th June 2025

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At **Soul 2 Sole Wellness**, we understand that sometimes schedules change, and unexpected events happen. To ensure fair and effective use of my time and appointment availability for all clients, the following cancellation policy applies:

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## 1. Cancellations & Rescheduling

- Clients must give **at least 24 hours' notice** to cancel or reschedule an appointment.
  - Cancellations made with **less than 24 hours' notice** will be subject to a **cancellation fee of 50% of treatment cost**.
  - Missed (no-show) appointments will be charged the **full session fee**.
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## 2. How to Cancel or Reschedule

Please contact me as soon as possible by:

- Phone/text: 07404321653
- Email: [soul2solewellnessinfo@gmail.com](mailto:soul2solewellnessinfo@gmail.com)

Cancellations via social media DMs are not accepted as official notice.

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## 3. Exceptions

I understand that emergencies, illness, or unforeseen circumstances may arise. Please get in touch as soon as possible, and I will do my best to accommodate you. In cases of contagious illness, please reschedule your appointment to protect everyone's health.

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## 4. Late Arrivals

If you arrive late to your appointment, your session may be shortened to avoid affecting the next client. The full session fee will still apply.

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## **5. Therapist Cancellations**

In the rare event that I need to cancel your appointment, I will notify you as soon as possible and offer to reschedule at your convenience. No charges will apply.

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**Thank you for your understanding and cooperation. This policy helps me run my practice smoothly and fairly for all clients.**

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**Signed:**

Yasmin Lima

Soul 2 Sole Wellness

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