

## **Cancellation and Refund Policy.**

February 2026

for Sarah Wilson Natural Therapies, and Natural Therapies to You.

19, Newton Way, Strensall, York, YO325ZE.

### **Cancellation**

Thank you for choosing to shop with me and my one-person business. My aim is to provide excellent service and top-quality natural therapies. I manage my own diary and appointments and once we agree a date and time for your therapies, I will request payment in full. This is because I am keeping that date and time free for your appointment as I am committed to it. Once you pay in full you are also committed to it.

If you cancel at short notice or don't arrive, or are not answering at the expected address for your appointment, I am unlikely to fill the appointment time that I have kept free for you. And I will have spent time on admin, preparing for your appointment and I may even have driven to your address.

So, if you need to reschedule or cancel your appointment, please give me as much notice as you can, and at least 48 hours' notice by messaging me on 07889 423746, AND e-mailing sarahreiki@hotmail.com. In this case I will reschedule if you wish or I will offer a refund if you prefer.

If you are unable to give 48 hours' notice, for whatever reason, I will not refund your payment, or reschedule your appointment.

### **Refunds**

Refunds are only given if requested 48 hours or more before the arranged appointment time.

This includes asking for refunds during or after your treatment. Refunds will not be given for any reason.

In the unlikely event I am unable to make our appointment (e.g. me or one of my close friends or family members suffering illness, accident, hospitalisation or death; or my car breaking down, or other unexpected issues), I will contact you as soon as I am able and offer to reschedule.

Many thanks for your kind support and understanding.

**Sarah Wilson**

**Natural Therapies and Natural Therapies to You.**