

Booking Rescheduling & Cancellations: We understand that plans can change, and we aim to be as flexible as possible while also ensuring the smooth running of our private training sessions. Since we offer only a limited number of appointment times each day, we kindly ask that you note the following terms regarding rescheduling and cancellations:

- **Rescheduling:** You're welcome to reschedule your session with at least 48 hours' notice. Simply email us directly rina@thefunctionalpodiatristsit.com. We offer one rescheduling opportunity per booking.
- **Cancellations:** If you need to cancel, please also let us know at least 48 hours in advance to receive a full refund, minus a £15 card processing fee. Please note: Once a session has been rescheduled, it becomes non-refundable and cannot be cancelled.
- **Short-notice changes and missed sessions:** Unfortunately, we're unable to accommodate rescheduling or cancellation requests made with less than 48 hours' notice, or for missed sessions, as we cannot offer these slots to other patients at short notice.
- **Confirmation of requests:** Cancellations and rescheduling requests are only considered confirmed once you receive a confirmation email from us. If you do not receive this confirmation, please reach out to us to ensure your request has been processed.
- **Late to Join:** If your session has started and you haven't joined yet, we will remain on standby for 15 minutes after your session has begun. However, we kindly request that you make every effort to arrive on time, and if you anticipate being late, please let us know.

We appreciate your understanding and look forward to working with you!