

Cancellation Policy

Please make sure you book your sessions in advance.

All therapy/treatment bookings MUST be paid at time of booking. If you are unable to attend and need to cancel your booking, you must call and/or email the Centre as soon as possible.

Late cancellations or non-attendance mean that income from payments and valuable appointments are lost. Additionally, it denies clients on waiting lists the opportunity to fill vacant appointments.

This policy outlines procedures for cancelling bookings for treatments and therapies that are fair and reasonable for all involved and cost-effective for the Charity.

- Cancellations should be made by email to administrator@mstc-lothian.org.uk or by telephone to 0131 554 5384.
- Client cancellations or re-bookings require a minimum 24 hours' notice.
- No refund is given for non-attendance or for cancellations under the 24 hour minimum. This is classified as a late cancellation.
- Group classes are booked in eight week blocks to cover Exercise Tutor costs. No refunds can therefore, be given for a missed class in a block booking.

We appreciate that on occasion non-attendance is unavoidable at short notice, and in these individual circumstances a refund may be made at the discretion of the Operations Manager.

Where there is evidence of repeated or frequent short notice cancellations, the Operations Manager will discuss and re-evaluate the individual client's Personal Therapy Plan and/or booking arrangements.

Bookings can be made by calling 0131 554 5384 or by emailing: adminsitator@mstc-lothian.org.uk. Payment can be made by: Cash, Credit or Debit Card or Cheque. Regular attenders should discuss Personal Therapy Plans (monthly Standing Order Payments) with a staff member.