

## Cancellation Policy

Your appointments and animals' well-being are very important to me. I understand that sometimes, unexpected delays can occur, making schedule adjustments. If you need to cancel your appointment, we respectfully request at least one week's notice.

### Our Policy:

- Any cancellation or reschedule made less than one week will result in a cancellation fee of £15
- Any cancellation or reschedules made less than 24 hours prior to your appointment you will be charged a **full** physiotherapy fee.

### How to Cancel Your Appointment

If you need to cancel your appointment, please call or text 07867302799. If necessary, you may leave a detailed voicemail message. We will return your call as soon as possible.

Alternatively, please email [animalsinaction@outlook.com](mailto:animalsinaction@outlook.com)