  
Booking Policy 2022

On booking an appointment here at The Water’s Edge Retreat you will agree to providing   
us with notice of **48 hours** for any changes or cancellations to your appointment   
even if you have an unexpected illness or life event.

If 48 hours notice are given, we will happily reschedule your appointment.

If you are cancelling an appointment with 48hrs notice and have made a prepayment for your appointment,   
we can move the payment to your new appointment time or put the credit on your account for next time you book.   
Or you can use the balance to purchase products.

**We do not issue refunds.**

If you need to contact us on a Sunday to cancel or rearrange your appointment, please email or text us.   
If no notice is given, then we will make a charge for the full treatment cost and reserve the  
 right to ask for a deposit or full payment on booking for any future appointments.

Thank you for your cooperation, these small things do help small businesses grow!