



CANCELLATION POLICY

At The Runa Midwife, we strive to provide exceptional service to all of our valued clients. To ensure efficient scheduling and accommodate everyone's needs, we have implemented the following cancellation policy:

Clients must provide at least 24 hours' notice if they need to cancel or reschedule an appointment. If an appointment is cancelled or rescheduled with less than 24 hours' notice, a fee of 100% of the service cost will be charged.

If a client fails to show up for their scheduled appointment without providing prior notice, a fee of 100% of the service cost will be charged.

In the event that a client arrives more than five minutes late for their scheduled appointment, we may not be able to accommodate the full service. In such cases, the client will be responsible for the full cost of the service.

"Full payment is required at the time of booking to secure your appointment. This payment is non-refundable but will be applied to your final bill once the treatment is completed. Appointments may be rescheduled with advance notice, subject to availability.

Clients who have more than 2 late cancellations or no-shows within a year period may be required to prepay in full for future services or may be refused future bookings.

By signing below, I acknowledge that I have read, understood, and agree to abide by the cancellation policy set by The Runa Midwife. I understand that these policies are in place to ensure a positive experience for all clients and that failure to follow this policy may result in charges or fees.

Client Printed Name

Client Signature

Date

The Runa Midwife

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www.therunamidwife.com