

Cancellation Policy for Soul Creative Hub

At Soul Creative Hub, we understand that life can be unpredictable, and plans may change. However, to ensure the efficient running of our practice and to respect the time of both our clients and therapist, we have established the following cancellation policy:

Cancellation Fees

1. **Within 24 Hours of Appointment:** If you cancel your appointment within 24 hours of its scheduled time, a cancellation fee equivalent to the full cost of the service will be charged.
2. **Between 24 and 48 Hours:** For cancellations made more than 24 hours but less than 48 hours before the appointment, a cancellation fee of 50% of the service cost will be charged for all services over \$50.

Request for Early Cancellations

We kindly request that if you need to cancel or reschedule your appointment, please do so as early as possible. This not only helps us manage our schedule more effectively but also allows other clients who are waiting for services to take advantage of the newly available appointment slot.

How to Cancel

To cancel or reschedule an appointment, please contact us directly at 0435 837 555 or, connect@soulcreativehub.com. You may also use the Cancellation link included in your Booking Confirmation Email and your Booking Reminder SMS/Email. We appreciate your cooperation in adhering to our cancellation policy.

Exceptions

We understand that emergencies and unforeseen circumstances can occur. Soul Creative Hub will consider waiving the cancellation fee on a case-by-case basis for such situations. Please inform us as soon as possible if there are extraordinary circumstances that prevent you from attending your appointment.

Our Commitment

At Soul Creative Hub, we are committed to providing high-quality care and services. This cancellation policy helps us maintain a high standard of service for all our clients. We appreciate your understanding and cooperation.