**Our Cancellation Policy**

At Melanie Collins Aesthetics, your time and care are really important to us and we want to make sure every appointment runs smoothly for all our patients. We also want to manage our diary fairly, working to prevent you from having to wait too long for your appointment.

To secure a consultation with us, a **£30 booking fee** will be taken at time of booking. This amount is **fully refundable against your first treatment** should you choose to go ahead.

We understand that life can sometimes get in the way, however, to ensure we can continue offering high-quality care and good availability to everyone, we kindly ask you to give us **at least 48 hours’ notice** if you need to cancel or reschedule your appointment.

* **Cancellations made with more than 48 hours’ notice** – no charge.
* **Cancellations within 48 hours** – 50% of the treatment cost will be charged.
* **Cancellations with less than 24 hours’ notice or missed appointments** – the full treatment cost will be charged.

We appreciate your understanding and cooperation.

If you have any questions or need to make changes to your booking, don’t hesitate to get in touch. We’re always happy to help.

