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Lavender Rooms Booking Policy

- Lavender Rooms confirms all client bookings via email. We require an up to date and correct email from you at the time of booking in order for us to confirm your service. Once you have scheduled an appointment, that time is put aside for you.
- Treatments require a 50% deposit at the time of booking by card or paypal. I realise that sometimes cancellations cannot be avoided, however I do ask that you give 24 hours' notice if you should need to cancel, this must be done by phone.
- If an appointment is cancelled without the required 24 hours minimum notice, the deposit becomes non-refundable. This also includes vouchers.
- Courses – where a cancellation is made without notice, the appointment will be non-refundable and non-transferable. All courses expire after 3 months.
- Please contact the clinic to make payment if you have booked an appointment via email.