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## Bookings & Cancellations

**ReikiGauteng Holistic Healing Academy**  
The Practice ~ The Studio ~ The Workshoppé

We value your healing journey, as such appreciate your observance of our policies – these policies have been put in place to ensure that all of our clients receive a professional service and an extraordinary experience.

### **Operating Hours:**

#### **\*\*By Appointment Only\*\***

Tuesday through Saturday

09h00 to 19h00

Please arrive 10 minutes *prior* to your scheduled booking time.

Due to the nature of our services, we are unable to assist you without a scheduled appointment.

**Bookings** - Booking Requests can be made via:

- \* our websites 'Contact Us' page or the 'Online Booking' links;
- \* email ([info@reikigauteng.com](mailto:info@reikigauteng.com)); or
- \* telephonically (011 472 5450/ 0833911311)

**Payment Options:** We accept Cash payments and have Snapscan facilities for 'on the day' payments – card facilities are not available, alternatively EFT payments will be accepted prior to the appointment date.

**Cancellations:** We ask that you provide us with 24 hours' notice of cancellation, so that the appointment time may be re-filled. We acknowledge that some of life's unexpected events come with very little notice. As a courtesy, please remember to call us as soon as you know that you will be unable to make your appointment and we will happily reschedule it for you. We reserve the right to charge a cancellation fee - 25% of therapy/class fee - to cancellations received within a 24 hour period.

**Late Arrivals:** You are requested to arrive 10min prior to your appointment time. Time allocated for an appointment is reserved especially for you - please keep in mind that arriving late for an appointment may require us to shorten the length of the treatment/class, with full charges applied. In cases where you are more than 15min late, we reserve the right to reschedule this appointment, as we will be unable to offer you the required level of service in the little time available.

**No-Shows:** Please understand that when you do not arrive for your appointment, we miss the opportunity to fill that appointment time and clients on our waiting list miss the opportunity to receive services they need. 75% of the booked therapy/class fee will be charged for 'no-shows'.

