



Cancellation Policy

4.1 Policy Intent: To maintain consistent therapeutic progress and protect the operational schedule of Hark & Spark, a structured notice framework is required for all appointment alterations.

4.2 Notice Framework & Fees: More than 48 hours' notice: Appointments can be rescheduled or cancelled without incurring a fee.

24 to 48 hours' notice: Cancellations will incur a charge equal to 50% of the scheduled session fee.

Less than 24 hours' notice (or No-Show): The full (100%) session fee will remain payable.

4.3 Exceptional Circumstances: Hark & Spark recognizes that emergencies and sudden illnesses occur. Occasional exemptions to cancellation fees may be granted entirely at the discretion of the practitioner on an individual basis.

4.4 Business Cancellations: In the rare event that Hark & Spark must cancel an appointment due to illness or emergency, the client will be offered priority rescheduling or a complete refund for that specific session.

Last reviewed: 25.05.2026