
Payment and Cancellation Policy

At MeetYou, I aim to provide a fair and transparent payment process for all clients. This policy outlines how payments, cancellations, and rescheduling are handled.

Payment

- Session fees will be confirmed at the time of booking.
- Payments can be made by bank transfer – bank details can be found on invoices.
- For online sessions, payment is required **at least 24 hours before the session** to confirm your appointment.
- For in-person sessions, payment can be made at the time of the session / in advance.
- Packages or block bookings (if offered) are payable in advance unless otherwise agreed.

Cancellation & Rescheduling

- A minimum of **24 hours' notice** is required if you need to cancel or reschedule your session.
- Cancellations made with less than 24 hours' notice, or missed appointments, may be charged in full.
- This policy helps ensure that the time reserved for you can be offered to another client if needed.

Refunds

- Payments for sessions cancelled with sufficient notice (at least 24 hours) will be refunded or credited toward a future session.
- Refunds are not available for sessions that have already taken place.
- For pre-paid packages, refunds will be calculated based on the number of sessions used and may be subject to an administration fee.

Late Arrivals

If you arrive late, your session may still need to finish at the scheduled time so as not to delay the next client. The full session fee will still apply.

Session Fees

Current session fees are displayed on my website and may be subject to periodic review. Any changes will be communicated in advance.

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Contact for Cancellations

To cancel or reschedule, please contact me as soon as possible via call or email.