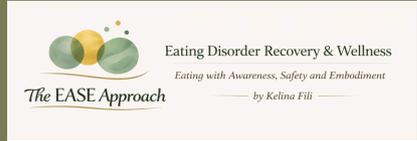


Cancellation and Refund Policy



CLIENT INFORMATION

Last updated: January 2026



At The EASE Approach, your time and care are valued, and so is ours. This policy is in place to create clarity and fairness for everyone.

Cancellations & Rescheduling

- Appointments may be cancelled or rescheduled up to 24 hours before the scheduled session time.
- Cancellations made with at least 24 hours' notice will be eligible for a full refund or rescheduling, depending on your preference.

Late Cancellations & Missed Appointments

- Cancellations made less than 24 hours before the scheduled appointment time are non-refundable.
- Missed appointments (non-attendance without notice) are charged in full.

Packages

- Where session packages are offered, sessions must be used within the agreed timeframe outlined at the time of purchase.
- The same 24-hour cancellation policy applies to sessions booked as part of a package.
- Unused sessions are non-refundable once the package has started, unless otherwise agreed in writing and in exceptional circumstances.

Exceptional Circumstances

We understand that unexpected situations can arise. If something genuinely unforeseen happens, please get in touch as soon as possible, and this will be considered on a case-by-case basis.

How to Cancel

To cancel or reschedule an appointment, please contact us via email or through the booking system used to arrange your session.

Contact

If you have any questions about this policy, you're very welcome to get in touch:

Email: kelina.ease@gmail.com

ENDS