



The Healthy Practice

131 Sutton Avenue  
Eastern Green  
Coventry  
CV5 7ER

t: 024 7647 3146

e: [enquiries@thehealthypractice.co.uk](mailto:enquiries@thehealthypractice.co.uk)

## **PLEASE BE AWARE**

### **24 HOURS NOTICE**

Failure to give 24 hours' notice to cancel an appointment or failure to attend an appointment will incur the full treatment charge.

### **TEXT REMINDER SERVICE**

A text reminder service is available. Due to matters outside of our control, our message service provider cannot guarantee 100% delivery. Therefore, it is still your responsibility to ensure you attend and/or comply with our cancellation policy. If you request text reminders and miss an appointment because you did not receive the text, you will still be charged for the missing the appointment as it is not our responsibility to ensure that you arrive for your appointment.

### **RUNNING LATE?**

Should you get delayed on your journey, please call and advise us if possible. Whilst the therapist will always endeavour to see you, we cannot guarantee that you will be seen or receive a full treatment if you are late for your appointment.

**THANK YOU FOR YOUR UNDERSTANDING**