The following House Rules are applicable to help you make the most of our services at Wellbeing Centres. Please take a few moments to review them.

Cancellations / Rescheduling

In order to provide you and others with excellent customer service we operate a 24 hour cancellation / rescheduling policy. As you can appreciate, our therapists turn away clients to hold your appointment, hence any cancellations, no-shows or rescheduling with less than 24 hour notice will result in a cancellation fee.

Late Arrivals

Please try to arrive 10 minutes before your appointment. This will give you plenty of time to check in and fill out any necessary forms. As a courtesy to our next client, each of our appointments finishes exactly on time.

We are sympathetic that sometimes being late is outside of your control. In such cases, at the discretion of both our therapist and Wellbeing Centres, we will try our best to accommodate your full appointment time. However, if on occasion this is not feasible, we will always do our best to complete as much of your treatment as possible in the time remaining.

Personal Belongings

Kindly keep all personal belongings with you at all times. Please be advised that our clinics at Wellbeing Centres will not accept liability for the loss, damage or theft of any personal belongings.

Ambience & Etiquette

To help us maintain a tranquil environment and in respect to other appointments, please keep conversations at a considerate volume. Please be advised that we have a zero tolerance policy regarding any form of physical, verbal or sexual harassment and any such incident will be immediately reported to the appropriate authorities.

Our Standard Terms & Conditions

Unless otherwise stated, all offers are subject to availability and at the discretion of the clinics at Wellbeing Centres. They cannot be used in conjunction with any other offers and discounts. No cash alternative or change can be given on vouchers. Standard cancellation and late arrival policies apply. Offers are valid for the session or duration stated only.