



Cancellation Policy

Last Updated July 10th 2021

Cancellation Policy in more detail.

What is your cancellation policy?

Please note that we operate a sliding cancellation policy that is outlined below:

- * Cancellations made with more than 12 hours' notice: No fee
- * Cancellations made with 12-4 hours' notice: 50% fee
- * Cancellations made with 4-0 hours' notice (including no-shows): 100% fee
- * For last minute bookings (made with less than 12 hours' notice) you have 10 minutes from the moment of confirmation to make any changes free of charge (i.e. if you selected the incorrect time slot or service)

For Covid related cancellation please read our Covid Guidelines [HERE](#)
Booking fees are based on the total booking charge.

How long does it take to process a refund?

Hauora at Home will process your refund within 48 hours from the time of cancellation (during working hours). Depending on your bank, it can then take between 3-5 working days for the refund to be fully processed into your account.

How can I contact Hauora at Home?

For any questions about your booking, feedback or bespoke booking enquiries please contact hello@hauoraathome.co.uk