



H104 Cancellation Policy

At Health104, we aim to provide a high-quality, seamless experience for all our guests. To help us manage bookings effectively and respect the time of both clients and therapists, we kindly ask that you follow the policy outlined below.

Individual Appointments – Medical and Wellness

Cancellations or rescheduling must be made at least **24 hours in advance** for all medical and wellness spa bookings and at least **2 hours in advance** for all fitness studio class bookings.

- Cancellations within 24 hours may incur a **50% cancellation fee**.
- No-shows will be charged the **full appointment fee/credits from your membership**.

Deposits

Select services or bookings may require a **non-refundable deposit** at the time of booking. Please check at the time of the booking. If there is no mention of a deposit, then it doesn't apply.

- Deposits are applied to your treatment cost and are forfeited if the cancellation policy is not followed.

Medical Exceptions

We understand that unforeseen health issues can arise.

- If you are unwell or have a medical emergency, please contact us as soon as possible.
- In genuine cases supported by a medical certificate or clear communication, we are happy to **waive cancellation fees or reschedule your appointment** without penalty.



Running Late?

If you're running late, please let us know. We'll do our best to accommodate you, but your treatment time may be reduced to avoid delays for the next guest.

Thank you for your understanding and support in helping us provide the best care for our community.