



Cancellation policy

The Orchard requires a *minimum* of 48 hours' notice from clients to cancel an appointment.

Cancellations made up to 48 hours before a scheduled appointment via email, text, or phone call will be processed without a charge.

Cancellations made 48 hours or less before a session may be subject to a partial charge (50%) but could be up to the full cost of the appointment booked (***Emergencies will be at The Orchard's discretion.***).

If The Orchard cancels an appointment with less than 48 hours' notice, a new appointment will be scheduled without penalty to the client, subject to availability.