



01/10/20

Cancellation Policy

Your appointments and well-being are very important to us. We understand that sometimes, unexpected delays can occur, making schedule adjustments. If you need to cancel your appointment, we respectfully request at least 24 hours' notice.

Our Policy:

- Any cancellation or reschedule made less than 24 hours' will result in a cancellation fee. The amount of the fee will be equal to the reserved services. In the case of DSA funded students the funding body will be invoiced for the cancelled Sessions and a subsequent reduction in the number of assigned hours.
- If you are late for your appointment, we may not be able to accommodate the full session time. In this case, the session may continue but for a reduced time.
- In the event of a short notice cancellations, records will be kept, and support may be suspended for the rest of the term if more than 2 sessions are missed. There may be extenuating circumstances that can be applied to this.