



Connecting Cancellation & Refund Policy

At **Connecting**, we understand that sometimes sessions or other events have to be cancelled or rearranged. Here we set out our cancellation and refund policy. This policy applies to all our services.

1. Late arrival / missed sessions

In-Person Appointments

As we book appointments at specific times, we can not see you outside of those agreed times. If you arrive early, we would ask you to wait until your appointment time. Similarly, if you arrive late, we cannot extend the session to compensate. If you are over 15 minutes late and have not contacted us, we will assume you are not coming and will consider that cancellation without notice.

Online/telephone appointments

Where we are to meet online or by telephone, we will call you (unless something different has been agreed on) when the session is due to start. If the call is unanswered, we will try again a few moments later. If the second attempt fails, we would ask you to contact us when you can take the call, but the session will still run from the scheduled time. Should you not contact us within 15 minutes of the scheduled start, we also consider this a cancellation without notice. The technology (Microsoft Teams) we use for online and telephone counselling is very robust and rarely fails. Where it does, we will do our best to offer the appointment using another communication method. If we cannot deliver the session, and it is not our fault, we usually charge for the appointment.

2. Cancellations

Appointments at Connecting Offices

We operate a 48-hour cancellation policy. If you cancel an appointment over 48-hours in advance, we will not charge you for the missed session. If you cancel after that, or if you cannot attend, you will still need to pay for the appointment as we have committed the time.

On-site appointments at your setting

Tier One

We operate a 48-hour cancellation policy. If you cancel an appointment over 48-hours in advance, we will not charge you for the missed session. If you cancel after that, or if you cannot attend, you will still need to pay for the appointment as we have committed the time.

Tier Two & Three

These packages are priced at a reduced rate as Connecting is able to see more than one client whilst on your premises. Therefore, if the **whole** visit is cancelled more than 48-hours in advance, we will not charge you for the missed session. If Connecting attends site and one or more clients are unavailable, the full package price is still payable.

Exceptional circumstances

We recognise that emergencies happen, even if they are rare. If you know that you might not make an appointment, please let us know when you book it. We will try to be more accommodating in such circumstances. Similarly, if a genuine emergency prevented you from attending, **and also from letting us know**, we could consider waiving or re-scheduling if we are informed.

In the case of sickness, if this is reported within four hours of the scheduled appointment time, we would consider re-arranging the session.

Should you repeatedly make and cancel appointments, we might ask for a non-refundable pre-payment. We would not refund this payment, even if you cancel ahead of the usual 48-hour window.

Multiple Cancellations

If the same client repeatedly cancels sessions, we reserve the right to withdraw the service completely.

3. If we cancel

Occasionally, circumstances might prevent us from delivering a session as agreed. We will give you as much notice as possible if this happens. We will not charge you for appointments we cancel and will do our best to re-book at a time that best suits you. Likewise, we will endeavour to give more than 48 hours' notice.

4. Any questions?

If you have questions or queries about our cancellation and refund policies, please call us on 07971 224142 or email cclay@educationmentalhealthsolutions.co.uk

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