**Cancellation Policy**

We are happy to move or cancel appointments but require appropriate notice. Failure to attend without notice or appointments cancelled within 48 hours of arrival will be charged in full.

**Terms and Conditions**

Our objective is that all clients receive the best possible experience.

Free 15-minute consult exceptions

***Cancellations***Providing the request is made more than 48 hours prior to the appointment, you will receive a full refund of your £5 deposit. When a session is cancelled within less than 48 hours, you will only receive £2.50 back.

***Rescheduling***If you reschedule the booking more than 48 hours before the meeting time, the reschedule fee will be £1. If you reschedule the booking less than 48 hours until the meeting time, the reschedule fee will be £2.50.

Last-Minute Cancellations, Running Late and No Shows

Please note cancellation requests within 48 hours of an appointment are charged at full price as we will not have enough time to offer the timeslot to anyone else. If you do not attend your appointment and do not give 48 hours’ notice, you will be charged at the full, pre-agreed rate. Sessions will always finish at the designated time as we schedule sessions for an hour of our time. Should you be more than 15 minutes late for a session, we consider it cancelled.

Missing a session

*It is up to the benefit adviser’s discretion to offer another rescheduled session.*

If you miss two sessions and haven’t rearranged the appointment appropriately, we will assume that you no longer want support and invoice you for the missed sessions.

If you are more than 15 minutes late and have not contacted us to request to keep the appointment, we will assume you are not coming and will consider that as a cancellation without the required 48 hours’ notice.

Rescheduling or cancelling a session

***If we need to cancel***Occasionally, circumstances might prevent us from attending 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.

***If you need to cancel or reschedule***

We understand life happens, and that sometimes there are unavoidable reasons for cancelling or rescheduling sessions. We are happy to facilitate this; appointments can be moved or cancelled free of charge providing the request is made more than 48 hours prior to the appointment.

When a session is cancelled without adequate notice (less than 48 hours), it doesn't give us enough time to offer the session to someone else. If you miss a session or make a cancellation with less than 48 hours’ notice, you will be charged the full amount.

**Terms and Conditions**

Running late and working with interpreters   
If you are running late for your appointment,we will always do our best to fit you in – however as our advisers often work with BSL/English interpreters, this will depend on if they are available to interpret from the time you arrive, so may not always be possible. You must email us that this is the case and that you are wanting to keep the appointment. Please be aware that late arrival may result in a shortened or cancelled session.

Sessions will always finish at the designated time as we schedule sessions for an hour of our time. Should you be more than 15 minutes late for a session, we consider it cancelled.

Technical issues  
Where possible, we will make allowances for technical problems. We will contact you one day before the session with a reminder link to the Zoom meeting. If you have not arrived at the very start of the session due to technical issues, please email and I will do our best to help. If we are unable to start the session due to technical issues on our end, we will reschedule the session for you free of charge.