

Cancellation policy

1. Cancellation or 'No-Show' for therapies, clinics and appointments

We do understand that sometimes you might not be able to attend your appointment at The Brightwell. We know that emergencies, illness and un-foreseen events happen and that they can happen to anyone. However, each late cancellation and 'no-show' denies another member the opportunity to access the services of the Centre. Due to the procedures implemented to minimise the risk of Covid-19, our therapies, clinics and services are restricted so missed opportunities are especially disappointing.

Sadly, these missed opportunities come at a cost to the Centre and as a charity the loss of revenue can cause further knock-on effects for our members.

To help us try and reduce the impact of missed appointments please follow the guidelines below;

- If you need to cancel an appointment please provide at least two working days' notice
- To cancel, or rearrange, you should call the Centre on 01454 201 686 or email hello@thebrightwell.org.uk during our normal opening hours of 9 am until 5 pm, Monday to Friday
- Cancellations made using any other email address, or via any of our social media channels, will be treated as a 'no-show' as these communication methods are not monitored constantly, especially with many of the team home-working
- If an appointment is not cancelled, with at least two working days' notice we will, unfortunately, require the full suggested contribution of the therapy you missed
- In the event of an actual emergency, when prior notice wasn't possible, we will consider the granting of an exception

2. Late show policy

The impact of Covid - 19 has reduced the amount of appointments and sessions we are able to offer at the Centre and the increased cleaning needed between sessions has further affected our schedule. You can help us to continue providing the best support we can to each and every member by arriving at the Centre at least 15 minutes before your session/appointment is scheduled.

If you are unable to make your appointment on time the following applies;

- If it is safe to do so please call and let us know, **do not call if you are driving**
- Unfortunately, it will not be possible to delay an oxygen therapy session booked for inside the chamber. However we may be able to provide oxygen outside the chamber so do check when you call
- We reserve the right to cancel and request a donation for appointments and sessions where members are continually or excessively late when it has caused significant complications for therapists

3. Repeated Cancellations or 'No-Shows'

Where there is evidence of repeated, short notice cancellations and or 'no-shows' we reserve the right to cancel, change or refuse any permanent bookings for therapies, sessions or clinics.

We appreciate that sometimes this is due to matters beyond your own control and, in those cases, we are more than happy to discuss the situation and how best to rectify it.