

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.

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.

If you need to cancel an appointment, please provide at least two working days' notice (48 hours).

- To cancel, or rearrange, you must call the Centre on 01454 201 686 or email hello@thebrightwell.org.uk during the hours of 9am to 4:30pm, Monday to Friday.
- Cancellations made using any other email or via our social media channels, will be treated as 'no-shows' as these communication methods are unmonitored.
- 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 was not possible, we will consider the granting of an exception.

2. Late show policy

You can help us to continue providing the best support we can to 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 isobaric oxygen outside the chamber so do check when you call.
- We reserve the right to cancel future appointments and request a donation for missed sessions where members are continually or excessively late as this inevitably causes significant complications for our therapists and other Members waiting for an appointment.

3. Repeated Cancellations or 'No-Shows'

Where there is evidence of repeated, short notice cancellations or 'no-shows' we reserve the right to cancel, change or refuse any 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.

Please sign below to confirm you have read and understood this policy:

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| Signed: | |
| Full name (BLOCK CAPITALS): | |
| Date: | |