



*ND Kids Occupational Therapy and Consulting*  
**Cancellation Policy**

We are committed to delivering consistent, high-quality care to all the children and families we support. To ensure fairness and sustainability we have a clear cancellation policy.

### **1. Appointment Cancellations**

If you are unable to attend a scheduled appointment, please let us know as soon as possible. You can cancel by:

- Email: [faith@ndkids.co.uk](mailto:faith@ndkids.co.uk)

### **2. Notice Period**

#### *Assessments*

- **More than 3 working days' notice:** No charge will be incurred and the assessment will be re-arranged.
- **Less than 3 working days' notice:** A £50 fee will be charged and the assessment rearranged.
- **Non-attendance (no-show):** A £100 fee will be charged as well as the agreed travel fee and the assessment rearranged.

#### *Sessions and Meetings*

- More than 3 working day's notice: No charge.
- Less than 3 working day's notice: 50% of session charge.
- Non-attendance (no-show): 100% of session charged and travel fee charged if applicable.

This includes illness or other unforeseen circumstances, as we are unable to fill the slot at short notice.

### **3. Therapist Cancellations**

If your therapist needs to cancel an appointment (due to illness, emergency, or training), we will offer you:

- A rescheduled appointment at the earliest convenience
- Or a full refund for any session already paid for

We will always do our best to give as much notice as possible.

### **4. Repeated Cancellations**

If more than **three sessions** are missed or cancelled in a rolling 6-month period, we may need to review whether continued therapy is appropriate or feasible at this time.

**5. Exceptional Circumstances**

We understand that unexpected situations do arise. In cases of family emergencies or significant illness, please contact us—we may waive the cancellation fee at our discretion.

**6. Payment Terms**

Any cancellation fees will be invoiced and are due within 30 days of invoice. Ongoing sessions may be paused if invoices remain unpaid.

August 2025.