

# Compass Cancellation Policy

This policy outlines Compass' procedures for cancelling appointments and bookings for treatments and therapies that the charity feel are fair and reasonable.

**If you need to cancel your appointment then, if possible, please provide a minimum of 24 hours-notice.**

## You can cancel your booking and appointments Online:

- Oxygen Therapy via simplybookme.
- Physiotherapy, group classes and rehabilitation services via Cliniko
- Complementary Therapies via Cliniko

If you experience any difficulties, then please call us on 0131 554 5384 or email [administrator@wearecompass.org.uk](mailto:administrator@wearecompass.org.uk)

## Refunds

Compass as a registered charity provides subsidised therapies which enables you to make a set contribution towards the treatment you receive. Therefore, as all card (Debit and Credit) payments are subject to card processing fees, any refunds agreed will be less the specific card processing charges.

## No refund will be given for a non-attendance.

Late cancellations or non-attendance mean that income from payments and valuable appointments are lost. Additionally, it denies clients on our waiting list the opportunity to fill vacant appointments.

## Exceptional circumstances

We appreciate that on occasion non-attendance is unavoidable at short notice, and in these individual circumstances a refund may be given at the discretion of the Manager.

Where there is evidence of repeated or frequent short notice cancellations, the Manager will discuss and re-evaluate the individual client's booking arrangements.

Thank You

*Nancy Campbell*

CEO