



CANCELLATION POLICY





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To ensure the smooth operation of our business and to accommodate the diverse needs of our clientele, we have established the following terms and conditions regarding payment, cancellations, and slot management:

Payment Terms: Customers are required to make monthly advance payments for scheduled services. This approach allows us to efficiently manage our operations and ensures that all available slots are promptly filled.

Cancellation Policy: We kindly request one month's notice for any cancellations, including those due to holidays or sickness. This advance notice enables us to optimise our scheduling and allocate available slots to clients with evolving monthly requirements.

Should a full month's notice be provided, no additional charges will be incurred. This policy enables us to seamlessly fill vacant slots with clients seeking varied schedules each month.

Permanent Slots: For clients with permanent slots booked each week continuously, payment for the slot is expected, whether utilised or not. Cancellations are at your discretion but remain chargeable. In the case of holiday cancellations, a maximum of 12 working days can be cancelled without charge. Any cancellations exceeding 12 days will incur a half-rate charge to secure your slot. Please note that term-time-only permanent slots are not offered.

Non-Permanent Slots: For infrequent (non-permanent) booked services, a minimum notice of one week is required for cancellations. Cancellations made with less than one week's notice will be subject to charges. Non-permanent slot holders will not maintain a fixed schedule, and sessions will vary each month to accommodate the flexible needs of our clients.

To initiate a cancellation, please contact us promptly via phone, email, or text at 07451228800.