



Unique Neuro Wellness Ltd

APPOINTMENT / ASSESSMENT CANCELLATION POLICY

Once an appointment for advice or an assessment date is agreed we understand that sometimes circumstances can change. We will work with you to support in the case of an assessment or appointment needing to be rescheduled.

The following policy details how you can reschedule or cancel should you need to.

Rescheduling. You may reschedule without penalty by notifying us at least 14 days before your scheduled appointment date.

To reschedule, please contact us at uniqueneurowellness@gmail.com

If you reschedule at late notice (less than 14 days before the appointment) then we will charge a fee of £250 to cover the cost of the clinician's time.

(If you reschedule between 7 and 14 days before your appointment and we can fill your appointment time then we may reschedule at no cost).

Cancellation. Cancellations will only be accepted at least 14 days before an appointment date.

Late cancellations (less than 14 days prior to the assessment / appointment date) will result in you being charged in full for your assessment or appointment.

Missed Appointments. If you miss your scheduled appointment or reservation without cancelling or rescheduling, you will be charged in full for your assessment or appointment.

Provider Cancellation. If, for any reason, we must cancel your scheduled appointment, we will notify you as soon as possible and will work with you to reschedule at a time convenient to you.