

## Bobath Centre Cancellation Policy

We aim to provide all our service users with the best possible service and to achieve this we need your help.

If you are unable to keep your appointment, please make every effort to cancel it well in advance so that it may be offered to someone else. Non-attendance and cancellations at short notice without a valid reason deprives other patients of essential therapy services.

**Between 9am-5pm weekdays, all appointment cancellations must be notified by telephone on 0208 444 3355. Cancellations outside of these hours and at weekends should be emailed to [contact@bobath.org.uk](mailto:contact@bobath.org.uk)**

**Once offered, all appointments must be confirmed to the Bobath Centre and accepted within 3 working days otherwise they will be deemed to be declined and will be offered elsewhere.**

### Blocks of therapy

Once a therapy block has been agreed and the dates of sessions have been confirmed, the following cancellation policy applies:

- If the whole therapy block is cancelled due to the service user (child or adult) being ill/hospitalised and the situation is **beyond the family's control, no charge** will be made to you or any other paying party for this block.
- If the whole therapy block is cancelled for reasons other than a child or adult service user being ill, then charges of the following will be made if we are unable to fill the block with another service user:
  - notice received less than 7 days before appointment = 100% chargeable
  - notice received between 7&14 days of appointment = 75% chargeable

*(Any sessions we are able to fill with another service user will automatically be deducted from invoicing. Charges set out above may be reduced / waived at the discretion of the Bobath Centre in exceptional circumstances.)*

- If a session is not attended without any prior notice, the session is fully chargeable.

## Replacement of cancelled sessions

### Single sessions

Wherever possible we will try to rearrange a cancelled session so that it falls within the same block. Where this is not possible for any reason a session will be added to the next block of treatment.

### Self-Funded Regular Sessions

Where sessions are cancelled with less than 24 hours' notice no refund will be due, however we will try and replace it with a new session as soon as possible.

### Cancellations by The Bobath Centre

If any cancellation is made by The Bobath Centre, no charge will be made to you e.g. in case of staff illness, Centre closure in severe winter weather conditions or other circumstances outside of the control of the Centre.

## Consultations

One-off consultations are chargeable on all occasions, unless specifically exempted by Bobath at the time of arranging the appointment. Fees will only be waived for this consultation if:

- The child or adult service user is ill on the day, have notified the Centre and a replacement consultation has been arranged.
- If the appointment is cancelled by the family at least 14 days prior to the session.

**If a child/adult does not attend their consultation and no notification is given to the Centre then the consultation will be chargeable.**

**Should you have any queries please call 0208 444 3355 or email [contact@bobath.org.uk](mailto:contact@bobath.org.uk)**