

Cancellation Policy



1. Request to Reschedule

Requests to reschedule a session must be made at least 48 hours before the start of your the scheduled session.

You can do this:

- through our booking system, Calendly or
- by emailing us 48 working hours before the session.

No charge will apply for the session on that basis.

You must give 24 hours notice to avoid being charged the full price for each cancelled appointment.

If you give us notice between 24 and 48 hours of the scheduled time of the session, a charge of 50% will apply.

The charge for the session will not apply in the case of illness or inclement weather.

If you, as the client, need to end a session early for any reason (other than sudden illness), the remaining time qualifies as a less than 24-hour cancellation and will be billable.

In the case of a cancellation with less than 24 hours notice, immediately contact us via phone and email.

2. Client Running Late

If, for any reason, you are running late for a session, please notify our staff as soon as possible.

The therapist will wait for up to 15 minutes.

Please note that other clients may have an appointment after your session. Therefore you might only get part of your session, but the whole session will be charged.



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t: 07922 824 758 e: info@nurturesteps.com w: www.nurturesteps.com

3. Staff Member is Running Late

If there are any changes in your child's session (cancelled or rescheduled) by Nurture Steps, we will contact you asap.

If the person assigned to the session is running more than 15 minutes late, we will contact you asap.

The therapist will stay later than scheduled to make up the time missed (if possible) or make the time up on another day at no additional charge.

You will only be charged for the time we work with your child.

4. Cancellation

4.1 Client

4.1.1 Cancellation during the assessment period

You are free to cancel the assessments and this agreement without notice at any time before the assessment begins. Any sum already paid will be refunded in full.

In the event of cancellation during the assessments, the assessment fee already paid is non-refundable.

4.1.2 Cancellation during the post-assessment (therapeutic) period

You can cancel our agreement at any time during the therapeutic period. We require 14 day's notice period in writing to clarify your decision to cancel.

If You cancel because of our breach, you will not be required to make any payments to us. In these circumstances, you will not be required to give 48 hours notice. "Our Breaches" are defined as:

- a. We have breached our agreement in any material way and have failed to remedy that breach within one month of you asking us to do so in writing; or
- b. We enter into liquidation or have an administrator or receiver appointed over our assets; or
- c. We are unable to provide the Services due to an event outside of our control; or
- d. We wish to change the terms of this agreement to your material disadvantage.



If any of the above occurs, we may cancel the services and this agreement immediately by giving you written notice. If you have paid us for any services we still need to provide, these sums will be refunded to you as soon as possible and, in any event, within 14 Calendar Days of our cancellation notice.

If we have provided services that you still need to pay for, the sums due will be deducted from any refund due to You, or if no refund is due, We will invoice You for those sums, and You will be required to make payment.

4.2 Nurture Steps

4.2.1 Cancellation during the assessment period and post-assessment (therapeutic) period

We may need to cancel the services before we begin providing them due to the unavailability of required personnel or materials or the occurrence of an event outside our reasonable control.

If such a cancellation is necessary, we will inform you as soon as possible if you have paid us for any services we still need to provide. In that case, these sums will be refunded to you as soon as possible, and in any event, within 7 Calendar Days of us informing you of the cancellation.

Once we have begun providing the services, We may cancel the services and this agreement at any time by giving You 14 days written notice. If you have paid us for any services we have not yet provided, in that case, we will refund the sum to you as soon as is reasonably possible and, in any event, within 14 Calendar Days of our cancellation notice.

If, having paid for a session delivered by us, you are not satisfied with it, we require you to put your concerns in writing and raise a grievance note within 24 hours from the end of the session. This should be in writing and preferably in an email. Upon receipt of your written notice, we will attempt to resolve and remedy your dissatisfaction. If this cannot be done to your satisfaction, you have the right to raise the matter with the Chairman of our Board to have the issue resolved to your satisfaction.

If the client threatens or is excessively disrespectful to the consultant, threatens a family member or destroys property, we will cancel the session and terminate the agreement. The family will be charged for the whole session. Depending on the severity of the threat, the Consultant may call the police or protective services to ensure the safety of the client.

