



Reach Support Services

Cancellation & Booking Policy

1. Purpose

This policy ensures fairness and clarity around the booking and cancellation of sessions delivered by REACH Support Services Ltd, including 1:1 coaching, group sessions, and workshops.

2. Booking Procedures Sessions can be booked directly by schools, parents, local authorities, or referring professionals. A booking is considered confirmed once a written agreement (email or form) has been received and accepted by REACH Support Services. Sessions are scheduled in advance, with set days/times agreed upon in writing.

3. Cancellations by the Client Minimum Notice: At least 48 hours' notice is required to cancel a scheduled session without charge. Late Cancellation: Cancellations made less than 48 hours before the session start time will be charged in full. Non-Attendance: Failure to attend a session without notice will also incur the full session fee.

4. Cancellations by REACH Support Services If a session needs to be cancelled by REACH (e.g., due to staff illness or emergency), we will: provide as much notice as possible; offer to reschedule at a mutually convenient time; ensure no charge is made for the cancelled session.

5. Rescheduling

Sessions cancelled with more than 48 hours' notice can be rescheduled where availability allows. We will work flexibly to rearrange sessions, particularly in schools with limited availability.



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6. Repeated Cancellations

Repeated cancellations may lead to a review of service provision. In such cases, a meeting may be arranged to discuss ongoing suitability and booking stability.

7. Emergencies & Exceptional Circumstances We understand that emergencies happen. Please contact us as soon as possible to discuss any unavoidable changes. Discretion may be applied in exceptional cases such as illness, safeguarding issues, or severe weather. Contact for Cancellations:

Email: jamie.tugby@reachsupportservices.co.uk

Phone: 07870813096

Last reviewed: May 2025

Next review due: May 2026

Approved by: Jamie Tugby

Signature: