



THE OXYGEN WORKS - POLICY DOCUMENT

CANCELLATION / NO (OR LATE) SHOW POLICY

1. Cancellation / No Show Policy for Therapies and Services

We understand that there are times that you may have to cancel with us due to emergencies or unforeseen circumstances. However, late cancellations and non-attendance mean that charitable income is lost and valuable appointments are not fulfilled. Additionally, it denies other members, on waiting, lists the opportunity to fill vacant appointments and booked services.

- Cancellations and re-bookings require a minimum of 24 hours' notice
- Cancellations should be made by calling 01463 240 365 as a primary contact or by emailing contact@theoxygenworks.com – cancellations made via social media will be treated as a no show due to limited monitoring of social media content
- If an appointment is not cancelled at least 24 hours in advance, you will be charged the associated suggested contribution / donation for the appointment or services you have missed (please see our suggested contribution price list for the associated charges)

2. Late Show Policy

Our members are our priority at The Oxygen Works; we want to ensure that we can provide quality services to as many of our members who need it as possible. There is very limited or often no time between appointments; we politely request that members arrive to treatments promptly to reduce the impact to other members who have coordinated or subsequent appointments.

If you cannot attend your appointment or booked service on time:

- Please ensure you call 01463 240 365 to notify us of a late arrival for an appointment as soon as it becomes apparent you will be late. We do try to hold sessions to ensure people can gain access however this is not always possible
- We reserve the right to cancel and charge for appointments and services where members arrive excessively late or where this will cause complications for other members, the team or therapists

3. Account balances

Accounts where a cancellation payment is due will be required to be cleared in full (to zero) before any further treatments can be accessed. Please speak to a member of Management to arrange for your account to be cleared or should you have any concerns.

We appreciate that on occasion non-attendance is unavoidable at short notice; in these individual circumstances fees may be waived at the discretion of the Management team.

Where there is evidence of repeated or frequent short notice cancellations, we reserve the right to cancel, change or refuse any permanent bookings for therapies and services you have with The Oxygen Works.

The above policies outline procedures for cancelling bookings for treatments and services that are fair and reasonable for all involved and are more cost-effective for the Charity.