



Cancellations

We value your time, our time & the services we provide. When you make a booking with Sensory Worx, that time is reserved exclusively for you. We schedule our resources and staff's time to that appointment/contract, and whilst we understand that there are times when you must cancel or reschedule the services we provide due to emergencies or other obligations; Cancellations without notice cost our service financially and often prevent other service users from being seen. That is why any cancellation of appointments requires notice by either party.

Cancelling an appointment

In line with The Consumer Rights Act, bookings for private assessments/intervention with Sensory Worx come with a 14-day cooling-off period. This means that once we have confirmed your booking, you have 14 days to cancel the agreed services and receive a full refund for any monies paid.

Cancelling a contract

Either party may terminate a contract, with 30 days written notice to the other party. Any payment for services rendered owed by the client shall be due and payable at the time a contract is terminated.

Sensory Worx stipulates that clients are entitled to cancel and receive a refund for a service that:

- was provided with an unacceptable level of care and skill
- is unfit for the purpose it was requested for
- was not delivered within a reasonable time when there is no agreed end date.

There are no refunds of any fees or other amounts paid by the client because they:

- changed their mind
- insisted on having it provided in a particular way, against the provider's advice
- failed to clearly explain their needs to the provider
- a problem with the service was outside the control of the provider.

Session Arrangement

Sessions shall be planned at the outset of the contract by Sensory Worx, in keeping with Sensory Worx opening hours, in agreement with the client. These sessions may at times be rearranged by Sensory Worx, where Sensory Worx will attempt to provide as much notice for changes to sessions as possible. Requests to rearrange/reschedule sessions, on or behalf of the client, will attempt to be facilitated, dependent on availability of staffing and resources, where 7 days prior notice is given to the appointment time/date being rearranged. Request for rearrangement will not be considered without 7 days prior notice of the appointment time/date.

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