

Safebreaks Devon CIC Cancellation Policy

The service provide and the well-being of clients are very important to us. We understand that sometimes, changes can occur, making attendance of a service difficult. If you need to cancel your service, please follow the policy.

1. Any cancellation or non-attendance made less than 6 weeks prior to the service delivery, will result in a full charge for the service. Attendance is on a placement hold basis, your space will be retained.
2. If you are late for your service or not available when we arrive, you will receive the service upon arrival, until the booked end time. You will be charge for the full service.
3. In the event that Safebreaks Devon CIC cancels a session or sessions you will not be charged for the services that we could not provide.
4. In circumstances whereby the day service cannot operate due to weather restrictions, weather events, or public health requirements, clients we support will be charged in full for the service.
5. In the event of persistent cancellations, we reserve the right to withdraw the services.

To cancel a service, this must be in writing to safebreaksrotas@gmail.com, if we do not receive this in writing within the period specified above, you will be charged for the service.

In exceptional circumstance we may vary this policy at the company's discretion.