



CANCELLATION POLICY

As a care service-based business, it is important for our customers and clients to keep their appointments. No provider wants to be the bad guy, charging for missed appointments but there needs to be a safeguard to the business and to its employees as the business and employees are affected by cancellations.

Our most up to date Cancellation Policy will always supersede other documents that may reference cancellations; and this will be provided with a contract and available on our website.

Our goal is to provide quality health care to all our patients in a timely manner. No-one at home, No-show's and Cancellations inconvenience us as a provider, but our other clients as well. Please be aware of our policy regarding missed appointments.

Appointment Cancellation

When you book or are allocated an appointment, you are holding a space on our rota system that is no longer available to our other clients or prospective clients. In order to be respectful of our fellow clients and employees, please call On Call 012 46 267929 as soon as you know you need to cancel an appointment.

If cancellation is necessary, we require that you call and give at least 72 hours in advance notice. Appointments are in high demand, and your advanced notice will allow the rota to be reconstructed.

How to Cancel Your Appointment

If you need to cancel your appointment, please call us on 01246 267929 or email contact@justalittlecompany.uk If necessary, you may leave a detailed voicemail message. We will return your call as soon as possible.

Late Cancellations/No-one home/No-show

A cancellation is considered late when the appointment is cancelled less than 72 hours before the appointed time. A No- one home is when we arrive at the home and no- one is there and a No-Show is when a client has not informed us of a cancellation and we attend as per norm.

In these cases, we will charge the client/their funding source the full amount of the missed appointment.

Note Cancellations that meet or occur above 72 hours there will be no charge.

Please note holding a place whilst a client is in respite, hospital, holiday or other will be charged at 33% of their appointment rate and must be agreed with us prior. We will always endeavour to hold a place.

Formulated 15/03/21 M. Davide (Director) & J, Stokes (Legal Consultant)

Reviewed and updated by K. Smith (Snr Business Manager) 4/01/22

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