

### **Cancellations and Refund Policy**

1. Full payment will be taken via bank transfer at the point of the appointment being booked.
2. Should the service user wish to cancel the appointment it is advisable to do so in as timely a manner as possible.
3. Once telephone assessment has been completed in full, the booking administration fee of £30 is non-refundable. If the appointment is rescheduled the booking administration fee is not lost but transferred over to the new consultation. If the cancellation is given with less than 4 hours' notice and not rescheduled, the deposit and full fee is lost.
4. Non-attendance without prior notification being made to the practitioner will incur a loss of the full payment.
5. If the service user is running late the service user should contact Midlands Infant Feeding (07518 630811) to discuss options. If the estimated time of arrival is 15 minutes in excess of the planned appointment, the consultation will be cancelled and the full fee is lost.
6. Should the practitioner need to cancel your appointment, this will be done as early as possible and every attempt will be made to rearrange your appointment without delay. If preferred, your full payment will be refunded to you so that you have the option to choose an alternative provider if preferred.
7. In the event that frenulotomy is not indicated/or not performed, the total consultation cost is £100. The remainder of your payment will be refunded to you.
8. In the event of a sudden serious illness or emergency to the practitioner, all appointments will be cancelled by a third party and refunds will be arranged.