

24-Hour Cancellation Policy for Care Home Visits

We understand that unforeseen circumstances may arise, requiring changes to scheduled care home visits. To ensure the smooth operation of our services and to respect the time of our caregivers, we have implemented the following cancellation policy:

- 1. Notification Period:** Clients are required to provide a minimum of 24 hours' notice for any cancellations or rescheduling of care home visits.
- 2. Cancellation Process:** Cancellations must be communicated directly to our office by phone at 07720642886 or via email at daretodreamponyparties@gmail.com.
- 3. Late Cancellations:** Cancellations made less than 24 hours before the scheduled visit will be considered late cancellations.
- 4. Late Cancellation Fee:** A fee may be charged for late cancellations. This fee will be communicated to the client at the time of booking and will depend on the specific circumstances of the cancellation.
- 5. Exceptions:** We understand that emergencies and unavoidable situations may occur. In such cases, please contact us as soon as possible to discuss alternative arrangements.
- 6. Rescheduling:** Clients are welcome to reschedule care home visits, subject to availability. However, rescheduling within 24 hours of the original visit may be treated as a late cancellation.
- 7. No-Shows:** Failure to notify us of a cancellation and not being present during the scheduled visit time will be considered a no-show.
- 8. No-Show Policy:** Clients who do not show up for a scheduled visit without prior notice may be subject to a no-show fee.
- 9. Communication:** We encourage open communication regarding scheduling changes to ensure the best possible care for our clients.
- 10. Review and Updates:** This policy is subject to review and updates. Any changes will be communicated to clients in advance.

By scheduling a care home visit with us, you acknowledge and agree to abide by the terms of this cancellation policy.

For any questions or clarifications regarding this policy, please don't hesitate to contact us.