Aceso Pathway Limited

Cancellations and Refunds

1. Your statutory right to cancel

Under the Consumer Contracts (Information, Cancellation and Additional Charges) Regulations 2013, you have the right to cancel your treatment plan within 14 days of payment and receive a full refund, provided your first appointment has not yet taken place. You may waive this right in writing if you would prefer your treatment to begin before the 14 days 'cooling-off period' expires.

2. Cancellation by you

You may cancel at any time before an appointment by contacting us at contact@acesopathway.co.uk or by telephone. We recommend cancelling by email so that you have a written record.

- If you cancel more than 48 hours before an appointment, there will be no extra charge to reschedule that appointment.
- If you cancel within 48 hours of a scheduled appointment, there will be an extra charge of £250.00 to reschedule that appointment.
- If you do not attend and do not give advance notice, the full fee is forfeited as resources will already have been allocated to you.

3. What counts as a missed appointment?

An appointment is considered missed if you:

- Do not attend at the scheduled time without prior notice.
- Arrive more than 10 minutes late, and the clinician/practitioner is unable to proceed.
- Fail to complete required pre-appointment steps, such as identity verification or consent forms, making it impossible for the appointment to go ahead.
- There are questionnaires before each eye movement therapy appointment and these must be completed before that next appointment can take place. Failure to do so will mean that the next appointment is missed.

4. Rescheduled by you

You may request to reschedule your appointment by contacting us at contact@acesopathway.co.uk.

- Rescheduling requests made more than 48 hours before an appointment will be accommodated at no charge, subject to availability.
- Rescheduling requests made within 48 hours of an appointment will be treated as a late cancellation. A new fee of £250.00 will apply to the rescheduled appointment before it takes place.

We will make reasonable efforts to offer you an alternative appointment but cannot guarantee specific dates, times or clinicians/practitioners.

5. Cancellation by Aceso Pathway

We reserve the right to cancel or reschedule your appointment if a clinician/practitioner is unavailable. In that instance, no extra fees will be charged, we will contact you promptly and offer a mutually convenient rescheduled appointment.

6. Refund following eligibility assessment

If you are found not clinically eligible for treatment following your eligibility assessment, you will be refunded £1,500.00. It should be noted that you will, by this stage, already have received a psychiatric assessment, health check along with the review of the first questionnaire and health tests.

7. Refund processing

Approved refunds will be processed within 5 to 10 working days to the original payment method. We do not charge a fee for processing refunds.

8. Exceptional circumstances

Refund requests outside of these policies may be considered on a case-by-case basis, at Aceso Pathway's sole discretion within a calendar month. A refund is not guaranteed and evidence of the circumstance may be requested.

9. Exceptional circumstances

We reserve the right to decline to rebook or refund where a patient has repeatedly missed appointments without notice, failed to complete required pre-appointment steps, or behaved in an abusive or disruptive manner towards staff.

10. How to contact us

Email: contact@acesopathway.co.uk (general enquiries and complaints)