

Family Futures Cancellation Policy

Cancellation period:

- **Cancellation with at least one week (7 days) notice:** The session can be rescheduled and the cancellation fee will not be charged.
- **Cancellations with less than one week (7 days) notice:** If cancelled without a week's notice, the cancellation fee will be charged.

For session blocks of two or more days, a minimum of three weeks' notice is required for a cancellation.

Assessments must be cancelled no later than three weeks' prior.

Exceptions

In the event of an emergency or unforeseen circumstance, please contact your key worker and a decision will be made on a case-by-case basis by senior managers.

Scheduling Sessions: Working with your preferences

We understand that family life is often busy with conflicting work and school schedules. Our admin staff will work with you to find dates and times that fit your family's needs. However, due to the nature of our multidisciplinary working, we cannot always accommodate all needs due to staff availability and working patterns.

Holidays and Unavailability

If your family anticipates periods of unavailability, such as holidays, please inform us well in advance. This allows us to plan accordingly and avoid scheduling conflicts. If you have a preference for sessions only being in term time or only in holiday's, please let us know.

Initial Flexibility

When we initially send out the list of dates, we will be as flexible as possible to

accommodate your preferences. Please note that once appointments are scheduled changing them becomes challenging due to our team structure. Different families require specific team combinations, making rescheduling complex.

Confirmation

It is vital that sessions are confirmed in advanced. This allows therapists to properly prepare for sessions and means spaces are not held in the diary, blocking the therapists from seeing other families.

After being sent the dates list, if we do not hear from you in **two weeks**, we will assume all dates are suitable and confirm the sessions. Once sessions are confirmed they are harder to rearrange.

Rescheduling Limit

We understand that unforeseen circumstances can arise, and we will make every effort to be flexible when possible. However, due to our busy team schedule and the need to accommodate all families, frequent session rescheduling can be challenging.

To ensure to smooth running of all therapy packages, we kindly ask that each session be **rescheduled a maximum of two times**.

Funding Considerations

Please note that funding limitations might impact rescheduling requests. Therapy packages typically have end dates for allotted funding. Requests close to the package end date might be difficult to accommodate due to funding restrictions.