

AmyAssists

CANCELLATION POLICY

Effective from 31 August 2026

More than 24 hours' notice: FREE cancellation

Less than 24 hours' notice: the full visit price will normally be charged

I understand that circumstances can change. If you need to cancel or rearrange a scheduled visit, please let me know as soon as possible.

1. Giving notice

You may cancel or rearrange a visit by contacting AmyAssists:

Telephone: 07435 690678

Email: info@amyassists.co.uk

The time your cancellation is received will determine whether a charge applies.

2. More than 24 hours' notice

There will be no charge when a visit is cancelled or rearranged more than 24 hours before its scheduled starting time.

3. Less than 24 hours' notice

If a visit is cancelled or rearranged less than 24 hours before its scheduled starting time, you will normally be charged the full agreed price of that visit.

This charge reflects the time reserved for you and the short notice available to offer the appointment to another client. Any charge will be limited to AmyAssists' reasonable direct loss. If I am able to fill the cancelled appointment or avoid the loss, the charge will be reduced or waived as appropriate.

4. Missed visits

If I arrive for an agreed visit but cannot gain access, or you are unavailable and have not cancelled beforehand, the visit will normally be charged at the full agreed price.

If I cannot gain access and have concerns about your welfare, I will follow the emergency and welfare arrangements in your Service Plan. This may include contacting your emergency contact or the emergency services.

5. Emergencies and exceptional circumstances

I understand that emergencies, sudden illness and other unavoidable situations can happen. Please contact me as soon as reasonably possible. I may waive or reduce the cancellation charge after considering the individual circumstances.

6. Cancellation by AmyAssists

If I need to cancel a visit, I will give you as much notice as reasonably possible. You will not be charged for a visit cancelled by AmyAssists. Any payment already made for that visit will be refunded or credited to your account.

AmyAssists will not be responsible for losses arising from cancellation caused by circumstances genuinely outside my reasonable control. This does not affect your statutory rights.

7. Cancelling ongoing services

You may end an ongoing service arrangement by giving the notice stated in your Client Service Agreement. This cancellation policy will continue to apply to individual visits scheduled during the notice period.

8. Statutory cooling-off rights

If your service contract was agreed online, by telephone or somewhere other than AmyAssists' business premises, you may have a legal right to cancel the contract within 14 days without giving a reason under the Consumer Contracts (Information, Cancellation and Additional Charges) Regulations 2013.

If you ask me to begin providing services during this 14-day period and then exercise your statutory right to cancel, you may be required to pay a reasonable and proportionate amount for services already provided.

If a service has been fully completed during the cooling-off period following your express request and acknowledgement, your statutory right to cancel that completed service may end.

Nothing in this policy limits or removes any rights you have under UK consumer law.

CLIENT ACKNOWLEDGEMENT

I confirm that this cancellation policy was explained or made available to me before I agreed to receive services from AmyAssists.

Client name

Client signature

Date

Amy Hunter, AmyAssists

Signature

Date

Legal basis: Consumer Contracts (Information, Cancellation and Additional Charges) Regulations 2013 and Consumer Rights Act 2015. This policy is general business wording and is not a substitute for individual legal advice.