

# Bridge the Gap Facilitators

## Session Rearranging and Cancellation Policy

We will work closely with you to ensure your sessions are delivered in a way which best suits both our needs. To this end we have identified the following common circumstances and what to expect should they arise during your time working with a facilitator.

### 1. Alternatives to face-to-face work

If you plan to work face-to-face with your facilitator and are unable to attend in person, for example due to travel or weather conditions, your facilitator will be available for an online or telephone session. In these circumstances the appointment will go ahead and will not be cancelled.

### 2. Rearranging appointments

If you or your facilitator has to postpone a session, we will always try to offer another appointment in the same week or at a mutually convenient time. If you or they need to cancel at short notice the following conditions will apply.

### 3. If your facilitator cancels a session

If your facilitator cancels your session you will be advised by email (or by an alternative agreed method of contact) at the earliest opportunity. No fee will be payable in this circumstance.

If you have already paid the fee for the cancelled session, this amount will be returned to you or put towards the cost of a rearranged session.

### 4. If you cancel a session

If you rearrange or cancel a session more than 48 hours prior there will be no fee for this session. If you have already paid the session fee it will be returned to you or put towards the cost of a future session.

If you rearrange or cancel less than 48 hours but more than 24 hours before your session, we will retain 50% of the session fee. The remaining 50% will be returned to you or put towards the cost of a future session.

If you rearrange or cancel less than 24 hours prior or you miss the session without giving notice, we will retain 100% of the session fee. Future sessions should be arranged and paid for as normal.

### 5. Updates to this cancellation policy

This cancellation policy is updated annually. The last update was September 2022.