**Health and Wellbeing Academy**

**Cancellation policy**

The Health and Wellbeing Academy has a cancellation policy for all our bookings. We understand that things come up so if you need to reschedule or cancel your appointment for any reason, no problem just be mindful of the information below

* We require at least 24 hours’ notice to avoid a cancellation fee.
* We will still send an automated appointment reminder via email 24 hours prior to your scheduled appointment.
* If you are unable to cancel within 24 hours you will be required to pay 50% of the appointment charge.
* Failure to attend your appointment, with no cancellation, you will be required to pay 100% of the appointment charge.
* If you arrive 15 minutes late for your appointment unfortunately, we will be unable to provide treatment you will be required to pay 100% of the appointment charge.
* All cancellation and non-arrival charges will be automatically added to your patient account for payment

To ensure our reception team are aware of the cancellation and to avoid a non-arrival charge please email hwacademy@swansea.ac.uk

Thank you for your cooperation