



## Purpose

EV Sports Ltd is a company registered in England and Wales, trading as EV Sports (referred to as EV Sports in this policy).

Meetings, work deadlines, double booking, car problems, snow, and illness are some reasons why people might consider cancelling an appointment. Out of consideration for EV Sports' business, the following policies are in place:

### Notice Period

In most cases, 48-hours' notice is required when cancelling an appointment.

If you are unable to give the minimum 48-hours' notice, and your slot cannot be filled, you will be charged the full treatment fee. With discretion, this fee may be offered against a treatment that is re-booked within 7-days of the notice of cancellation being received; otherwise, it must be paid in full prior to your next treatment. The re-booked appointment is excluded from this arrangement.

If another client fills your slot, or you arrange for someone to take your appointment, you will not be charged for that missed appointment.

### Non-Attendance

Anyone who does not attend their appointment, for whatever reason, will be charged for their appointment, and future service will be denied until payment is made.

Out of respect and consideration: Please plan to be on time. If you arrive late to your appointment, please expect it to end at the time it was originally scheduled to end.

This policy is a true reflection of the beliefs and activities of EV Sports.

A handwritten signature in black ink, appearing to read 'E Shergold', written over a light grey rectangular background.

Emma Shergold  
Managing Director  
28<sup>th</sup> January 2020