

easy read

# Our client cancellation policy

## Can't make your appointment?

If you can't make your appointment, just let us know as soon as you can. We'll do our best to find another appointment that works for you.

We understand that things happen. You might not be able to attend because of illness, an emergency, transport problems, caring responsibilities or technical problems.

Whatever the reason, please get in touch as soon as you can. We'll listen and consider your individual circumstances.

### Your appointment is more than 48 hours away

Email us on  
[bookings@theowl.org](mailto:bookings@theowl.org)

### Your appointment is less than 48 hours away

Email us on  
[cancellations@theowl.org](mailto:cancellations@theowl.org)

## What if I miss my appointment?

If you don't attend your appointment and haven't told us beforehand, this is called a did not attend (DNA).

For children and young people, if they are not brought to their appointment, this is called a was not brought (WNB).

## Need something to make your appointment easier?

If you find it difficult to attend because of neurodiversity, disability or communication needs, please let us know. We can look at adjustments to help.

## If you miss appointments more than once

If you miss or cancel 2 appointments, this may affect your assessment. We'll always consider your individual circumstances before making a decision.

## Can't make you appointment?

Let us know → We'll listen → We'll help where we can.

Click here to read the full client cancellation, did not attend and was not brought policy