AMC03 - OUR CANCELLATION/FEVER/NO-SHOW/LATENESS POLICIES

At Ada & Me, we understand that life can get in the way. So, we have set up this easy-to-follow cancellation policy so that you know your rights.

If you need to amend or cancel your appointment, please do so by signing into your Ada & Me account and clicking on **'Change my appointment' or 'Cancel my appointment'** and following our instructions.

Amendments to your appointment can only be made up to 72 hours ahead of your time slot. Please note, when rescheduling your appointment, due to the nature of our business we may not be operating in the same locations.

Cancellations made **72 hours or more** in advance of the scheduled appointment time will receive a 100% refund. By giving us sufficient notice, we will have the opportunity to offer the appointment slot to another customer.

Cancellations made **within 72-24 hours** of the scheduled time will incur a £90 late cancellation charge. This is because we have reserved a time especially for you. We will try to re-book your slot but this charge will cover any administrative costs.

Cancellations made **within 24 hours** are non-refundable regardless of cancellation reason. This is to cover any administration fees, staffing and reservation time. However, if you inform us via your Ada & Me account ahead of your appointment, we may offer you a 5% discount code to be redeemed against standard scans at Ada & Me **only.**

Any refunds can only be administered to the card that was used to make the initial booking. We cannot refund to another card/bank account.

FEVER ON THE DAY OF YOUR SCREENING

If you have a fever on the day of your screening, contact us as soon possible. To do this, please sign into your account, go to 'My Appointments' and click on **'I have a fever'** and follow the instructions.

You will be able to reschedule your appointment by using a unique code which you will receive by email, so you do not incur any charges. However, please note, if you wish to cancel your appointment altogether, you will not receive a refund.

MISSED APPOINTMENTS

Our goal is to provide a quality service to our Customers whilst keeping our staff's welfare in mind. If you miss your appointment without informing us, we will cancel your appointment and you will not receive any refunds.

LATE ARRIVALS

If you are more than 10 minutes late for your service, we may not be able to accommodate you. In this case, the same non-refundable cancellation policy will apply. We will, however, do our very best to reschedule your appointment for another time.