

## Cancellation of farm and community therapy sessions

### Refunds & Cancellations

- Dedham Therapy Farm CIC **will** credit therapy sessions cancelled by Dedham Therapy Farm CIC no matter the reason.
- Dedham Therapy Farm CIC does **not** issue refunds or credits for non - attendance of Farm Assistants to their session or cancellation of community and farm sessions by the service user no matter the reason.
- Notice to cancel your session must be given in writing, by email to [hello@dedhamtherapyfarm.org.uk](mailto:hello@dedhamtherapyfarm.org.uk).
- Dedham Therapy Farm CIC reserves the right to withdraw therapy sessions at any time.
- Dedham Therapy Farm CIC reserves the right to refuse entry to anyone arriving without appropriate footwear or clothing for their session.
- Should ongoing blocks of sessions be requested by the service user the farm requires 6 weeks' notice to permanently stop or drop a block of sessions.

### Payments

- Payments must be cleared in advance of your block of sessions unless otherwise agreed by management.
- All fees are subject to change with a minimum of six weeks' notice.
- We accept payments by BACS cash, cheque or card. Card payments may incur a charge by percentage of your fee.

\*If you have any queries regarding this policy, please contact a member of the management team at [hello@dedhamtherapyfarm.org.uk](mailto:hello@dedhamtherapyfarm.org.uk)