



## **Organisation Cancellation & Attendance Policy**

All sessions are booked and invoiced as a block. By confirming the booking, the school agrees to the full programme of sessions, regardless of individual pupil attendance.

### **Pupil Absence (e.g. illness, exclusion, trip, refusal)**

If a pupil is absent for any reason:

- The session will still be charged in full
- Where appropriate, time may be used for:
  - Brief check-in on return
  - Resource preparation
  - Liaison with school staff

Sessions cannot be rescheduled due to individual pupil absence, though we will try our best to accommodate this.

### **Pupil Withdrawal or Leaving the School**

If a pupil:

- Leaves the school/ is excluded
- Is withdrawn from the programme
- Is no longer available to attend

The remaining sessions in the block remain chargeable.

Where appropriate, the school may:

- Nominate an alternative pupil (subject to suitability, consent, and safeguarding considerations)
- Or continue sessions in another agreed format

### **School-Initiated Cancellation or Changes**

If the school needs to cancel or change a scheduled session:

- More than 48 hours' notice: one rearrangement may be offered, subject to availability
- Less than 48 hours' notice: the session is charged in full and cannot be rescheduled

### **Non-Attendance on the Day**

If the practitioner attends and:

- The pupil or group is unavailable
- The school is unable to facilitate the session

The session will be charged in full.

### **Late Arrival**

Sessions will begin and end at the scheduled time. If a pupil or group arrives late, the session will still finish at the planned time, and the full session fee will apply.

### **Practitioner Cancellation**

If Preziosa Therapia needs to cancel a session due to illness or unforeseen circumstances:

- The session will be rearranged at no additional cost
- Or credited/refunded if rescheduling is not possible

### **Safeguarding & Suitability**

Preziosa Therapia reserves the right to decline, pause or withdraw from delivery if:

- A pupil is assessed as unsuitable for the intervention
- There are safeguarding concerns requiring alternative or specialist support

In such cases, this will be discussed with the school and appropriate next steps agreed.

### **Agreement**

Booking confirmation constitutes acceptance of this policy.