A picture containing diagram

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**Cancellation and Leaving Policy**

New Horizons has a cancellation policy of 24 hours. If you need to cancel a service users attendance, please do this no less than 24 hours before they are due to attend, failure to do this will result in full fees being charged.

Please sign to agree with this policy.

Signature:

Date:

If you decide that New Horizons is no longer suitable for yourself/the service user, we require at least one months paid notice, in writing.

Where we decide that New Horizons is no longer suitable for yourself/ the service user, we will also give you at least one months notice unless there are extenuating circumstances, in this case, we reserve the right to terminate the use of our service without any given notice.

Please sign to agree with these requirements:

Signature:

Date: