



SPECIALIST THERAPEUTIC
EDUCATION TEAM (STET)^{LTD}

championing you

Cancellation Policy

Aroa understands that family life can be busy and appointments may sometimes need to be changed.

There is no charge for booking or cancelling or rescheduling appointments for initial enquiries however, we do ask for you to provide enough notice as possible. To enable us to reallocate to an alternative family or reschedule with yourselves.

In order to cancel or rearrange an initial enquiry appointment please email contact@aroastet.co.uk or telephone providing enough notice as possible.

For those families who are in Contracted services with Aroa STET a 3 month notice period/ School Term must be provided and paid for in full to terminate contract with our services.

Any cancellations or missed appointments of mentoring will require direct agreement and rescheduling between the family and the mentor.

All other legal and statutory timescales will be adhered to.

I have read, understood and agree to the terms and conditions above.

Parent/ carer full name

Parent/ care signature

Full name of child/ young person

Relationship to child/ young person named above

Date