

Dr Elizabeth F Oldfield One-to-One Study Skills Support (SpLDs) Cancellation Policy

In order to get the maximum benefit from your allocated support it is important that you manage your support sessions effectively and attend your sessions.

Please adhere to the following procedure:

- Give at least 24 hours notice of cancellation or changes to booked appointments.
- Cancellations / changes made **within** 24 hours require you to sign confirming the reason for the cancellation / change.
- All students will be required to sign confirming the reason for non-attendance of booked sessions.
- The student funding body will be informed of late cancellations / changes (within 24 hours) and/or non-attendance.
- Missed or cancelled appointments (within 24 hours) will be charged to your DSA account.
- Repeated failure to give at least 24 hours notice of cancellations / changes to booked appointments (more than 2 per semester) will result in referral of the student back to the disability or student wellbeing advisor.

It is important that all clients read and understand the cancellation procedure.