Cancelling an Appointment

Easy English

We understand that sometimes things happen

that mean you must

- miss

  or

- **cancel**

an appointment for your service.

There are some things we do that can help you

keep your appointment.

We will

- let you know our rules about appointments

  and

- remind you about the appointment. We will try

  to do this one weekday before the

  appointment.

We will remind you by

- text
- email
- phone call

  or

- any other ways you choose.

If you need to **cancel** an appointment you must give us 48 hours **notice**.

If you **do not** give us 48 hours **notice** we will

- contact you to see if you have a problem
- see if we can help

  and

- see if we can make another appointment.

We understand that sometimes things happen that mean you cannot give us 48 hours **notice**.

You can talk to us about this.

If you do not give us 48 hours **notice** then

- you may have to pay for the appointment

  or

- we may stop giving services to you.

The Easy English in this book was written by Clear Words and Lifelong Pathways. April 2018.

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