

## Check4Cancer - Booking & Cancellation Policy

- All services including home testing kits must be requested/booked within 12 months of the Commencement Date.
- Home testing kits must be returned within 6 months of receipt.
- A maximum of three appointment dates will be offered and appointments must be booked within 12 months of the Commencement Date. If none of the appointments offered are suitable, Check4Cancer is under no obligation to carry the appointment forward to the following year and/or refund any payment received.
- If an appointment is cancelled more than three times ("Repeated Cancellation"), Check4Cancer reserves the right to not offer an alternative appointment.
- New appointments following a Repeated Cancellation will be charged at the 'self-pay' rate as per the Check4Cancer website and not the preferential rate offered as part of a corporate plan.

### **BowelCheck, HPVCheck, LungCheck, PSACheck, MyBreastRisk**

At-home testing kits are non-refundable and the order cannot be cancelled once dispatched. If a replacement kit is requested, it will be charged at £20, unless it is faulty. All home kits should be returned within 6 months of receipt.

### **SkinCheck, Mammogram, OnlineBreastRisk**

We are pleased to cancel and re-schedule without penalty or administration fees, up to 24 hours before your appointment. However, less than 24 hours' notice of cancellation or re-scheduling, or non-attendance on the day, will incur a 100% cancellation fee, as we will be unable to re-use the time to support other clients. If an appointment is cancelled more than 3 times, Check4Cancer reserves the right to not offer an alternative appointment.