



## Cancellation Agreement

### Cancellation by the Client

- All changes and cancellations **must** be notified in writing to:  
amy@bigpictureeducation.co.uk
- Cancellation of assessment = £100 deposit will not be refunded.
- Non-attendance of a booked (fully paid) assessment = the assessment will be rescheduled to the next available date.
- Non-attendance of rescheduled booked (fully paid) assessment = full payment will not be refunded.
- If the £100 deposit has not been received by Big Picture Education Ltd within 14 days of booking the assessment date, the appointment will be cancelled.
- Please be aware that if you arrive more than 30 minutes late to the assessment, it may be rescheduled to another date.

### Cancellation by Big Picture Education Ltd

- In the event of ill health, severe weather or any other emergency resulting in the cancellation of an assessment, Amy Coombes will endeavour to give clients a minimum of 24 hours' notice\* and to reschedule the assessment.

\*Please note that it is the **client's responsibility to provide Amy Coombes** with an emergency contact number at which they will normally be available.