



Cancellation & Missed Appointments Policy

What happens when an appointment needs to change — whether that is your decision or ours. We know life gets in the way, and this policy is written on that basis.

DOCUMENT CONTROL

Who it is for	People using or booking WheelieQueer's advice and casework services
Version	2.0 , approved September 2026 — replaces the 2023 Cancellation Policy. Owner: Jasper Armitage-Williams
Read alongside	WheelieQueer Client Terms · Casework Payment Structure & Payment Plan · Complaints & Feedback Policy · Respectful Communication & Unacceptable Behaviour Policy · Data Protection & Confidentiality Policy
Another format?	Tell us if you need this in a different format and we will do what we reasonably can
Contact	info@wheeliequeer.net

1. What this policy covers

This policy is about individual appointments — changing them, cancelling them, missing them, and what happens if we lose contact with you.

The principle behind all of it

Most of the people we work with are disabled. Many are managing conditions that fluctuate, mental health difficulties, caring responsibilities, or circumstances that change without warning. A policy assuming everyone can plan reliably in advance would not work for the people we exist to support.

So there are clear expectations here, and there is real flexibility. If you can, tell us when something has made it hard to attend or to reply — we would far rather adjust than charge you or close your case. And if you could not tell us at the time, that is not held against you.

1.1 What this policy is not about

Cancelling an appointment is not the same as ending your agreement with us. Your rights to cancel the overall service, including any statutory right to cancel within a cancellation period, are set out in your **WheelieQueer Client Terms**. Nothing here limits those rights.

Training and consultancy bookings by organisations are not covered here — see section 8.

2. If we need to change or cancel

Occasionally we have to move an appointment. We will give you as much notice as we can and offer an alternative time that suits you. **You will never be charged for an appointment we cancel or move.**

IF YOU HAVE ALREADY PAID

Where you have already paid for an appointment we then cancel, **you choose what happens**: we rearrange it, hold the payment as credit towards future work, or refund you.

If your adviser becomes unwell or unavailable at short notice, someone else may contact you to rearrange. Where they are contacting you only to change an appointment, they don't need your case information and won't be given it. Your **Support Agreement** records who is allocated to your case and who may access it.

3. If you need to change or cancel

You can move or cancel an appointment, and we would always rather you did that than simply not attend. How much notice matters depends on what we have had to arrange.

3.1 Notice, and what may be charged

Tell us as soon as you know, so the time can go to someone else.

THE NOTICE THRESHOLD

Two or more working days' notice — normally no cancellation charge.

Less than two working days' notice, or not attending — we may charge, up to the limit at 3.2. This is never automatic, and is decided under 3.4.

3.2 The most we would ever charge

A ceiling, not a standard charge

The most we would ever charge for a cancelled or missed appointment is **the fee you agreed to pay for that appointment**. So a £50 appointment carries a maximum £50 charge, and a £25 reduced-rate appointment a maximum of £25.

Nothing is ever added on top — no administration fee, no cancellation surcharge, and no external interpreter or communication-support costs. This is a maximum. The actual charge is often less, and often nothing at all.

Appointments with no fee

An appointment nobody pays for — such as a free introductory consultation — has no fee to charge.

Appointments someone else pays for

These are paid appointments even though you are not the one paying. Section 7 explains how they work.

3.3 Interpreters and other support booked in advance

Some appointments require us to book a BSL interpreter, another communication professional, or other external support in advance, often with significant cancellation terms of their own. That is why we genuinely value as much notice as you can reasonably give — notice is what makes it possible to put the booking to different use.

We do not pass these costs on to you

If an interpreter or other provider charges us a cancellation fee, that is our cost to manage, not something you are invoiced for.

Two timescales — only one concerns you

The two-working-day threshold at 3.1 is about when an appointment charge may be considered. External providers work to their own, usually longer, notice periods. Those are our arrangements to manage, and they are not applied to you.

YOU ARE NEVER CHARGED FOR YOUR OWN ACCESS

Where an interpreter, communication professional or other support is arranged as a **reasonable adjustment for you**, that cost is never passed on to you — not for the appointment, and not for cancelling it.

3.4 How we decide whether to charge anything

Charging is never automatic. Before we charge for a cancelled or missed appointment we consider:

- whether you could reasonably have attended;
- whether you could reasonably have given us earlier notice — these are different questions;
- your circumstances and any access needs we know about;
- whether anything was genuinely lost, or whether the time and any booked support were used otherwise;
- whether this is a one-off or a repeated pattern.

Any charge can be reduced or waived, and often will be.

TWO DIFFERENT QUESTIONS

“Could you reasonably have attended?” and “could you reasonably have told us sooner?” are separate. A planned operation may make attending impossible — but if it was known about three weeks ahead and we heard the day before, the second question still applies.

Neither question is asked to catch you out, and where something genuinely prevented earlier contact, that is the answer.

3.5 When we would not normally charge at all

We would not normally charge where you could not reasonably have attended or given notice — for example a flare-up or deterioration in your health, a hospital admission, a bereavement, a caring emergency, a mental health crisis, or another sudden or disruptive situation.

These are examples, not a list of approved reasons. You do not have to make your situation fit a category, explain it in detail, or provide evidence.

3.6 If you have already paid

Where you paid in advance and no cancellation charge is due, **you get a refund** unless you would rather we held it as credit or used it for a rearranged appointment. The default is a refund; the choice is yours.

When payment is due, and when we ask for it in advance, is set out in your **Client Terms** and your **Casework Payment Structure & Payment Plan** rather than here.

4. Running late

Let us know if you can — a short message is enough. We will do our best to use the time remaining.

If we haven't heard from you and there is no longer enough time for the appointment to go ahead usefully, **we may treat it as a missed appointment. We will take the circumstances and any known access needs into account.**

A message changes this. If you tell us you are on your way or still want the appointment, we will do what we can.

Where an interpreter or other communication professional is booked, their time is fixed, so a late start may mean a shorter session or none at all. That is a practical constraint, not a judgement about you. Sessions finish at their agreed scheduled time, because the time afterwards is usually booked for someone else.

5. Technical and access problems

Technology goes wrong, and access arrangements sometimes fail. Neither is treated as a missed appointment. This covers problems with the video or phone platform, your internet or device, interpreter or video relay services, captioning or speech-to-text, assistive technology, or any other arrangement that should have made the appointment work and did not.

WHAT HAPPENS

If you cannot get in or cannot continue, contact us however you can — and we will help.

Where the problem is at our end, or with support we arranged, we rearrange free of charge. A one-off problem at your end would not normally be treated as a missed appointment either; we rearrange, and look at whether a different way of meeting or an adjustment would help.

Where the same preventable problem keeps happening, we will talk with you about a different arrangement for future appointments. The point is to find something that works, not to penalise you.

6. Missed appointments, and when we cannot reach you

A MISSED APPOINTMENT IS NOT THE SAME AS DISENGAGING

Missing one appointment tells us very little. Whether an appointment is charged (section 3) and whether we can continue working on your case (this section) are separate decisions, and one does not trigger the other.

6.1 How we try to reach you

If we cannot reach you, we will normally make **three attempts** to contact you, using the ways of getting in touch you have told us work for you. There is no fixed gap between attempts: how quickly we try again depends on how urgent things are, whether there is a deadline, and what we already know about your circumstances.

Where something may be making it harder for you to respond — a bereavement, loss of income, a flare-up, a hospital admission, caring responsibilities, or another difficult situation — we allow more time. Where there is a deadline or a risk to your claim, we may need to try sooner. That is to protect your position, not to pressure you.

6.2 What happens after three attempts

Three attempts is a normal guide, not an automatic rule that ends your support. If we still have not heard from you, we consider whether we can continue without instructions. That decision takes account of your circumstances, any access needs, how urgent the matter is, and what the consequences of stopping would be. We may pause rather than close — particularly where we think you may be unwell or dealing with something serious.

6.3 What our final message will tell you

You will not simply be dropped without knowing

Where we cannot take things further without hearing from you, our final message will set out:

- what we have done and where your case has got to;
- what is still outstanding;
- any deadline we know about, and what happens if it passes;
- what you need to do, and by when;
- whether we are pausing or closing your case, and from what date;
- whether we are still recorded as acting for you;
- how to get back in touch.

6.4 Where we are formally recorded as acting for you

On some cases we are formally recorded as your representative with a benefits authority, tribunal or other body. Where we stop acting, **we will notify the relevant decision-maker or tribunal that we are no longer**

acting, so correspondence goes to you directly rather than somewhere you will not see it. We will tell you we have done this, and make clear that you will need to deal with the matter yourself or arrange another representative. Where we know of a deadline, we will tell you what it is.

6.5 If you want to come back

If your case has been paused or closed because we could not reach you, you can get back in touch. Depending on how much time has passed and what has happened to your claim, we will tell you honestly what we can still do.

7. If someone else is paying

Some appointments are paid for by someone other than you — a partner, a family member, a friend, an organisation or funder, or a combination. **These are still paid appointments. Another person or organisation may pay some or all of the cost, as recorded in your Casework Payment Structure & Payment Plan.** They are not free appointments.

Each funder has its own terms, so what happens when a funded appointment is cancelled or missed depends on the arrangement recorded in your Payment Plan and, where relevant, our agreement with that funder.

You do not personally owe the funder's cost

A cancelled or missed funded appointment does not automatically become a charge you personally owe. If a situation ever arises where you might be asked to pay something yourself, we will tell you before that happens.

But it may use up one of your funded appointments

Where a funder has agreed a set number of sessions, a cancelled or missed appointment may still count against them. A replacement might then not be funded — you could still book it privately. We will tell you where you stand, and what a replacement would cost, before you decide.

What funders are told. Whoever is paying may be told administrative information, such as how many sessions have been used or whether an appointment went ahead. **Paying does not entitle anyone to the content of your advice or to information about your circumstances.** What is shared depends on the arrangement agreed, what you have agreed to, and our **Data Protection & Confidentiality Policy**.

8. Training, workshops and consultancy

This policy covers individual client appointments and casework. Training, workshops and consultancy booked by organisations are governed by separate booking terms, agreed at the point of booking.

9. If you think we have got this wrong

If you have been charged for a session and you do not think that is fair, tell us. We will look at it again. If you would rather raise it formally, our **Complaints & Feedback Policy** explains how.

You will never be treated adversely simply because you raise a concern or complaint. Raising a complaint will not in itself be a reason to restrict or end your support.

10. Getting in touch

To change or cancel an appointment, or to tell us something has come up, use your existing WheelieQueer case email thread, or email **info@wheeliequeer.net**. If email is difficult for you, tell us and we will agree another way that works.

Approved by: Jasper Armitage-Williams, Founder, WheelieQueer · **Version:** 2.0 · **Approval date:** September 2026 · Replaces the 2023 Cancellation Policy.