



Companionship



Comfort



Connection



Fair Booking Cancellations and Amendments Policy

Version 1.0 | Effective Sunday 11 October 2026

1. Our Commitment to Fairness

At Wheels of Wellness, we are passionate about bringing joy, comfort, companionship and meaningful connections to the people we visit through our guinea pig therapy sessions. As a small, independent business, we genuinely appreciate every care home and organisation that welcomes us.

We understand that care environments can be unpredictable. Staffing difficulties, unexpected circumstances, illness and diary changes can occasionally mean that a planned visit cannot go ahead. We will always endeavour to be understanding, compassionate and reasonable.

Every confirmed appointment, however, is reserved exclusively for your home or organisation and is no longer available to other customers. Short-notice cancellation can make it difficult or impossible to fill the slot, causing financial losses and preventing other residents from enjoying our visits.

Rather than increasing prices for everyone or requiring non-refundable deposits for every booking, this policy is designed to protect our services while remaining fair to customers.

2. Cancellation Notice Periods and Charges

Please provide as much notice as reasonably possible when cancelling a confirmed booking. Charges are calculated as a percentage of the full agreed booking value, including agreed discounts and applicable booking charges, as shown on your confirmation.

Notice provided	Cancellation charge
11 calendar days or more	No charge
5-10 calendar days	25% of full booking value

CONTACT:

Call / Text: 07955554610

Email: Rachel@wheelsofwellness.co.uk

Website: www.wheelsofwellness.co.uk

ACCOUNTS: accounts@wheelsofwellness.co.uk



Notice provided	Cancellation charge
0-4 calendar days (including session date)	50% of full booking value

Calendar days include weekends and bank holidays. Notice is measured by the difference between the date written notice is received and the date of the session, using UK local dates, not exact hours.

Example: For a session on 21 October, notice received on or before 10 October is free; 11-16 October incurs 25%; and 17-21 October incurs 50%. Bookings made within a chargeable notice window are subject to the same periods from confirmation, unless alternative terms are agreed in writing.

Failure to make the booked session available without notification will normally be treated as a same-day cancellation.

3. Booking Amendments and Rescheduling

We will endeavour to accommodate reasonable requests wherever operationally possible. Minor administrative changes, such as contact names, telephone numbers or email addresses, are free of charge.

Changes to the time on the same date: We will consider these subject to availability. If the change can be accommodated without significant disruption or loss of another booking opportunity, no amendment charge will normally apply.

Changes to a different date: Moving an appointment releases the original reserved slot. With at least 11 calendar days' notice, a new date may be requested free of cancellation charge, subject to availability. With 10 or fewer calendar days' notice, the normal cancellation charge for the original booking will generally apply, even if a replacement date is requested.

A replacement appointment is treated as a new booking at its agreed price unless we confirm other arrangements in writing. We reserve the right to waive or reduce an applicable charge on a case-by-case basis, including for genuine one-off difficulties.

No requested change takes effect unless and until Wheels of Wellness expressly confirms it. Until then, the original appointment remains in place. Where a proposed amendment would incur a charge, we will explain that charge before agreeing the amendment.



Small hearts,
big impact



Companionship



Comfort



Connection



4. Exceptional Circumstances and Discretion

We recognise that care homes may face unforeseen emergencies, infectious illness outbreaks, significant operational disruption or other events outside their reasonable control. Please notify us as soon as reasonably possible.

We may, at our discretion and subject to applicable law, reduce or waive an otherwise applicable cancellation or rescheduling charge after considering the specific circumstances, notice given and the financial or operational impact. A previous waiver does not guarantee the same treatment in future.

5. Reallocation of Cancelled Appointments

Where practicable, we may try to offer a released appointment to another customer. If a replacement booking is secured, we may reduce or waive the original cancellation charge in light of revenue recovered, costs saved and any remaining loss or disruption. We will not seek to recover the same loss twice. Reallocation does not automatically guarantee a waiver.

6. Repeated Cancellations and Future Bookings

Repeated short-notice cancellations or rescheduling requests can significantly affect our business and reduce availability for other homes. If a customer has a repeated history of these changes, we may review conditions for future bookings, request advance payment or other assurances, or decline to accept further bookings.

Any new conditions will be clearly communicated before the next booking is agreed. Advance payments will be handled fairly, including any refunds due after an applicable cancellation charge has been deducted.

7. Cancellation Charges, Invoices and Payments

Where a charge applies, we will confirm its amount and issue appropriate payment documentation. Any payment already received will be taken into account. Where an advance payment exceeds the applicable cancellation charge, the remaining amount will be refunded; where a balance remains, we will invoice it according to the invoice payment terms.

Customers are welcome to contact us promptly about a calculation they believe to be incorrect or to ask that exceptional circumstances be considered.

CONTACT:

Call / Text: 07955554610

Email: Rachel@wheelsofwellness.co.uk

Website: www.wheelsofwellness.co.uk

ACCOUNTS: accounts@wheelsofwellness.co.uk



8. Recording of Cancellations and Amendments

For accurate booking administration, fair treatment and management of our services, Weeks of Wellness may maintain records in our booking and accounts portal of confirmations, original appointment details, amendment requests, cancellations, dates and times, customer-provided reasons, relevant correspondence, charges and decisions about waivers.

We may consider a customer's booking history when deciding whether to accept future bookings or require additional assurances. Personal information will be processed in line with applicable data protection law and our Privacy Policy, and retained only for as long as reasonably necessary. Please do not send unnecessary confidential medical details about individual residents when explaining a cancellation.

9. Cancellations by Weeks of Wellness

Occasionally, unforeseen illness, animal welfare concerns, severe weather, serious travel disruption or other circumstances beyond our reasonable control may prevent a visit. We will notify you as soon as reasonably possible and seek a suitable alternative date.

If no mutually acceptable alternative can be arranged, we will refund payments received for the undelivered session. Customers will not incur cancellation or amendment charges for cancellations initiated by Weeks of Wellness. This does not exclude any rights or remedies that cannot lawfully be excluded.

10. Acceptance and Application of This Policy

This is Version 1.0, effective Sunday 11 October 2026. It applies to bookings made and accepted on or after that date, provided customers have been given the opportunity to review these terms before confirming their appointment.

By expressly confirming a booking after receiving notice of and access to this policy, the customer agrees to its terms. A copy will also accompany system-generated booking confirmation emails for reference.

Bookings already confirmed before the effective date remain subject to the arrangements originally agreed unless both parties expressly agree otherwise. Changes to this policy apply to future bookings, not automatically to existing confirmed bookings.



11. How to Contact Us or Give Notice

Please submit cancellation or amendment requests in writing as soon as possible so there is a reliable record of the request. The date the written notification is received will normally determine the notice period. We will acknowledge requests and confirm any revised arrangements or applicable charges.

Email: Rachel@wheelsofwellness.co.uk

Website: www.wheelsofwellness.co.uk

Telephone / text: 07955554610

12. A Final Word From Us

We value every home, every resident and every opportunity to share the companionship of our guinea pigs. This policy is not intended to discourage bookings or make life harder for the teams who welcome us. It helps us protect availability, remain sustainable and continue delivering the caring, personal service that Wheels of Wellness is proud to provide.

Thank you for your understanding, consideration and continued support.

With love, the Wheels of Wellness Team.