

## Lighthouse Dyslexia Services – Cancellation Policy



On receipt of a booking pack containing the required completed documents, Lighthouse Dyslexia Services will contact you to agree an appointment date and time for the assessment.

Lighthouse Dyslexia Services reserve the right to charge a cancellation/reschedule fee equivalent to 100% cost of the assessment for assessments that are cancelled within 72 hours of the agreed assessment date or non-attendance of the agreed date. This includes late arrival to the assessment meaning the assessor does not have enough time to carry out the assessment or not having the required technology listed required for the remote assessment to be carried out.

A cancellation/ reschedule fee equivalent to 50% cost of the assessment will be charged for assessments cancelled within 21 days of the assessment.

Should you cancel the assessment 14 days after confirmation of the assessment date there will be a £25 administration fee.