



REP Learning
Chippenham
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Cancellation and Rescheduling Policy

Effective Date: 09-07-2026 | Business Name: REP Learning

1. Notice Period

We understand that schedules can change and unforeseen circumstances arise. However, to ensure we can accommodate all our valued clients, we require at least 2 days notice to cancel or reschedule any appointment.

2. How to Cancel or Reschedule

To modify or cancel your booking, please use the contact details provided.

3. Lateness

We kindly request that the session is able to start on time. If you anticipate being delayed, please notify us as soon as possible. Lateness may result in us being unable to complete the session content.

4. Exceptions

We recognize that true emergencies and sudden illnesses occur. In these rare situations, please contact us directly as soon as possible, and we will review your situation on a case-by-case basis.

5. Right to Refuse Service and Business-Initiated Cancellations

We are committed to maintaining a safe, respectful, and professional environment for all. We reserve the right to immediately cancel an appointment, terminate a session, or refuse service to any individual exhibiting abusive, aggressive, inappropriate, or disrespectful behaviour. In such cases, the full service fee may still apply, and future bookings may be permanently banned.