

Cancellation & Refund Policy

Fair and clear arrangements for HH Nursing Services and HH Swim School

OUR APPROACH

HH understands that plans sometimes change. We handle cancellations, credits and refunds fairly, communicate clearly and consider the service already provided, costs that cannot reasonably be avoided and each customer's statutory rights.

1. About this policy

This policy explains how HH Training Network Ltd ("HH") manages cancellations, rescheduling, missed appointments, swimming absences, withdrawals, credits and refunds. It applies to HH Mental Health Nursing Services and HH Swim School unless a written booking confirmation states an agreed variation.

This policy should be read alongside the relevant Nursing Terms & Conditions or Swimming Terms & Conditions, the current fee information and the individual booking confirmation.

2. Key principles

- HH will explain important payment and cancellation information before a booking is confirmed.
- Charges will be fair and proportionate. HH will not automatically keep all advance payments where no service or benefit has been provided.
- Where work has already been completed or a reserved appointment or lesson creates a direct loss that cannot reasonably be avoided, this may be reflected in the amount due or refunded.
- Nothing in this policy removes or restricts statutory consumer rights.

3. How to cancel, reschedule or leave

Please contact HH as early as possible by email at G@hhtrainingnetwork.com. Include the service user or swimmer's name, the service or class, the date affected and whether you wish to cancel, reschedule or end the service.

- A request is treated as received when it reaches HH. HH will provide written confirmation of the outcome and any balance, credit or refund.
- For urgent same-day nursing changes, use the contact method provided in the booking confirmation. Website forms are not monitored continuously and must not be used for emergencies.

4. Statutory cancellation rights

IMPORTANT

The law does not provide the same cooling-off rights for every service. Some healthcare services and leisure activities arranged for specific dates or periods may be exempt from the usual 14-day distance-contract cancellation right. Where a statutory right applies, HH will honour it and provide the required information before booking.

Where a customer has a statutory right to cancel and asks HH to begin work during the cancellation period, HH may charge a proportionate amount for work completed before cancellation. This will only apply where the customer requested an early start and received the required information.

Nursing Services

Appointments, assessment packages and professional work

5. Rescheduling or cancelling a nursing appointment

STANDARD NOTICE

Please provide at least 48 hours' notice to cancel or reschedule a nursing appointment. This gives HH a reasonable opportunity to offer the appointment to another family.

- With at least 48 hours' notice, the appointment can normally be rescheduled without an appointment cancellation charge. Any separately agreed work already completed remains payable.
- With less than 48 hours' notice, HH may charge up to the appointment fee where the time cannot reasonably be reallocated. The charge will be reduced or removed if HH fills the appointment or avoids the loss.
- A missed appointment without notice may be charged at the full appointment fee because the clinician's time was reserved and could not be used for another family.
- Exceptional circumstances such as emergency hospital treatment, bereavement or a serious unexpected event will be considered fairly and individually.

6. Late arrival and disrupted appointments

- An appointment will normally finish at the scheduled time so that other families are not delayed. The full fee may remain payable where a late arrival shortens the session.
- If a secure video appointment is materially disrupted by HH's systems, HH will offer a reasonable continuation, rearrangement, credit or refund for the affected time.
- Where the disruption is caused by the customer's equipment, connection, privacy or availability, HH will act reasonably but the appointment may still be treated as delivered or late-cancelled depending on the circumstances.

7. Assessment packages and work completed outside appointments

Nursing assessment fees may cover more than appointment time. They can include referral review, questionnaire scoring, reading records, professional correspondence, clinical formulation, report preparation and recommendations.

If you cancel before work begins

- Any payment for work not started will normally be refunded.
- A refund will not be reduced by an arbitrary administration charge.

If work has already begun

- HH will provide a fair breakdown of completed appointments and professional work.
- The refund, if any, will be the amount paid less the reasonable value of work completed and unavoidable direct costs.

If the service has been completed in full, including delivery of the agreed report or output, a change of mind does not normally create a right to a refund. This does not affect rights where the service was not provided with reasonable care and skill or did not match what was agreed.

8. If HH cancels or changes a nursing appointment

If HH cancels an appointment, the customer will not be charged for that appointment. HH will offer a suitable alternative or a refund or credit for the affected amount. Where HH must end an assessment package, any refund will take account of work already completed and paid-for work that can no longer be delivered.

HH Swim School

Missed lessons, withdrawals, payment plans and credits

9. Missed swimming lessons

A swimmer's place, instructor and pool space remain reserved whether or not the swimmer attends. A missed lesson does not normally create a refund, credit or make-up lesson.

- Tell HH if the swimmer will be absent so attendance and safeguarding records remain accurate.
- HH may consider a temporary adjustment for a prolonged, significant medical absence, but this is not automatic and may require suitable evidence.

10. Leaving HH Swim School

FOUR WEEKS' WRITTEN NOTICE

Families should give four weeks' written notice to end a swimming place. The swimmer may attend all scheduled lessons included during the notice period.

- HH will confirm the final attendance date and reconcile the account against lessons included up to that date.
- If the monthly payment plan has collected more than the cost of lessons included up to the end of the notice period, the difference will be refunded or credited.
- If the payment plan has collected less than the cost of lessons included up to the end of the notice period, the remaining balance will be included in the final payment.
- Where a term was paid in advance, HH will refund the unused lesson fees after the notice period, subject to any reasonable direct loss HH cannot avoid.
- A shorter notice period may be agreed where HH makes a material change that the family cannot reasonably accept, or in exceptional circumstances considered by HH.

11. If HH cancels a swimming lesson

You will not be charged for a swimming lesson cancelled by HH. The lesson cost will be removed from the remaining balance and reflected in the final payment. HH may instead offer a rearranged lesson or credit where this is practical and agreed.

- A qualified substitute instructor, safe pool-space adjustment or reasonable class change is not a cancellation where the lesson can still be delivered appropriately.
- If a pool or venue closure prevents delivery, HH will apply the same credit, rearrangement or deduction approach.

12. Soft Start Programme and additional support

The one-off £20 Soft Start support supplement contributes to additional instructor planning and support during the first month. If the programme is cancelled before any additional work or support begins, the supplement will be refunded. Once planning or support has begun, any refund will fairly reflect the work already completed.

13. Parent and Baby and other swimming bookings

The same missed-lesson, withdrawal and HH-cancellation rules apply to Parent and Baby classes and other regular group swimming bookings unless a separate written arrangement is agreed.

Refunds, Credits & Fair Resolution

How balances are calculated and returned

14. How refunds and credits are calculated

- Refunds are based on the amount paid for the affected service, less the fair value of services or professional work already provided and any direct loss HH cannot reasonably avoid.
- HH will take reasonable steps to reduce its loss, including offering a cancelled appointment to another customer where practical.
- HH will not charge twice for the same loss or impose a disproportionate penalty.
- Where a payment plan is active, HH may apply an agreed credit or reduce the final payment instead of issuing a separate refund.

15. Refund method and timeframe

Once a refund is agreed and the necessary payment details are available, HH will normally process it within 14 days. Refunds will usually be returned to the original payment method. Bank or payment-provider processing times are outside HH's control.

- HH will provide a clear explanation where a refund is reduced because work has already been completed or a direct loss has been incurred.
- Customers should not begin a chargeback while HH is actively resolving the same refund request, unless advised by their payment provider or exercising a legal right.

16. Exceptional circumstances

HH will consider serious illness, hospital admission, bereavement, family emergency, safeguarding concerns and other significant unexpected events compassionately. This may result in a waiver, reduced charge, credit, pause or alternative arrangement. Decisions will be fair, consistent and based on the information reasonably available.

17. Services not delivered as agreed

Customers should contact HH promptly if they believe a service was not provided with reasonable care and skill, did not match the agreed description or was not completed within the agreed or a reasonable time. HH will review the concern and, where appropriate, offer repeat performance, correction, a price reduction, credit or refund in line with consumer law.

18. Events outside reasonable control

Severe weather, pool or venue closure, clinician illness, technology failure, public emergency or another event outside reasonable control may require a service to be postponed or adapted. HH will communicate as soon as reasonably possible and will not charge for a service it cannot deliver, subject to any suitable rearrangement or credit agreed with the customer.

19. Complaints and review

If you disagree with a cancellation charge, balance or refund decision, contact HH and explain the concern. HH will review the circumstances and provide a written response. The separate Complaints and Feedback Procedure explains how to request a formal review and any applicable external escalation route.

20. Changes to this policy

HH may update this policy to reflect changes in law, guidance or services. The version applying when a booking was confirmed will not be changed unfairly. Important changes affecting an ongoing service will be explained in advance where reasonably possible.

21. Contact and company information

HH Training Network Ltd is registered in Scotland. Registered office: 5 South Charlotte Street, Edinburgh, EH2 4AN. Company number: SC881534.

Website: www.hhtrainingnetwork.com | Email: G@hhtrainingnetwork.com

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