



## Notice of Cancellation Requirements and Late Cancellation/Termination Fees

### Important Please Read

To meet the demand for the specialist screening, assessment, and training services The Dyslexia Association (TDA) use a professional pool of highly skilled, and qualified third-party self-employed contractors (known as associates) who are booked in advance.

Late cancellations or failures to attend appointments or training sessions mean that we cannot reschedule our contractors, and we incur charges.

It is therefore important that TDA is notified in advance if you are unable to attend any scheduled session(s). If you fail to do so, you will be charged for the session and in the case of repeated no-shows or late cancellations, we will terminate our contract and recover all the charges originally agreed for the whole course or session(s). Of course, there may be a good reason you are unable to attend. In such cases we would still ask you to inform us giving as much notice as possible and the reasons why. In exceptional circumstances we may be able to waive the cancellation charge. Unfortunately telling us after you have missed a session will be too late to avoid the cancellation charge.

Notice of cancellations should be given to the administration team by telephone.

We operate between 9:00 – 17:00 and have an out of hours telephone cover and answerphone service.

0115 924 6880

**The cancellation charge includes any of the remaining fees due and unpaid for the contracted services and shall be in addition to any other rights and remedies available to the supplier.**

Deliverable	Minimum cancellation notice required and penalty
Dyslexia and/or Dyscalculia Screening	Over 48 hours – no penalty Less than 48 hours – 100% charge
Diagnostic Assessment or Exam Access Arrangements Assessment	Over 48 hours – no penalty Less than 48 hours – 100% charge
Workplace Needs Assessment	Over 48 hours – no penalty

	Less than 48 hours – 100% charge
One-to-one Tuition	Payment is required before a course is booked (half termly in advance).  Missed sessions are non-refundable.  If TDA cancels a session an alternative date is provided, or a refund given.
Cancelling a Scheduled Course	TDA require 4 sessions as a cancellation notice period for a course of tuition.
Disabled Students Allowance	Over 48 hours – no penalty  Less than 48 hours – 100% charge
Assistive Technology or Workplace Strategies Training Course	Cancellation 2 weeks before commencement - no penalty  Once course commences, 100% of total course Charges.
Dyslexia Awareness Training Session	Cancellation 4 weeks before commencement - no penalty  Cancellation 0-4 weeks before commencement – 50% of total charges.  Once course commences 100% of total course charges.
Professional Consultancy	Over 96 hours – no penalty  48 – 96 hours 50% of fee chargeable or £90 (whichever is greater amount)  Less than 48 hours – 100% Charge

Policy owner	CEO (Chief Executive Officer)
Policy last updated/reviewed	28.07.25
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