

Work Wellness. Client Facing Policy

Payment & Cancellations

Policy:

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| Purpose: | To define the payment and cancellation terms applicable to clients when they engage Work Wellness services. |
| Scope: | All chargeable Work Wellness services. |
| Accountable: | Work Wellness Commercial Director. |
| Responsible: | Officers of Work Wellness. Where compliance depends upon others, such as sub-contractors, the Work Wellness officer will ensure that the sub-contractor is compliant with this policy. |

1 Payments.

1.1 No contract in place.

- First instance of service delivery.
 - We will send an invoice immediately upon appointment confirmation.
 - Payment is due in full upon receipt of the invoice and no later than 2 working days prior to the day of the appointment.
 - If service delivery is urgent then we accept on-line card payment via Square, subject to an additional processing fee of 3%.
- Subsequent instances of service delivery.
 - We will send an invoice upon or after appointment confirmation.
 - Payment is due in full within 14 calendar days of receipt of the invoice.

1.2 Contract in place.

- We will send an invoice at the end of the calendar month including all chargeable services provided during that month.
- Payment is due in full no later than 28 calendar days after the invoice date.
- Subject to individually agreed contractual terms.

2 Cancellations.

2.1 Assessments. Cancellation by client.

2.1.1 Timely cancellation.

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| Remote delivery. | More than 2 working days' notice (i.e., more than 48 hours counted over 2 working days) prior to the agreed appointment time. | <ul style="list-style-type: none"> If payment already received we will issue a refund for the payment amount minus any committed "out of pocket" expenses. If payment not yet received, the invoice is waived and we will re-invoice for any committed "out of pocket" expenses. |
| Physically present delivery. | More than 5 working days' notice (i.e., more than 120 hours counted over 5 working days) prior to the agreed appointment time. | |

2.1.2 Late cancellation including no shows.

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| Remote delivery. | Less than 2 working days' notice (i.e., 48 hours or less counted over 2 working days) prior to the agreed appointment time. | <ul style="list-style-type: none"> If payment already received there will be no refund. If payment not yet received we will expect payment of the invoiced amount in full. We will also invoice for any committed "out of pocket" expenses not already invoiced. If a re-scheduled appointment is agreed within a calendar month, the rescheduled appointment will be charged at 50% of the normal price. |
| Physically present delivery. | Less than 5 working days' notice (i.e., 120 hours or less counted over 5 working days) prior to the agreed appointment time. | |

Notes:

- Out of pocket expenses:
 - Will also carry a 15% administration charge.
 - Can be incurred by:
 - Commissioning a report from the employee's GP or treating specialist.
 - Booking an independent off-site venue for the appointment.
 - Purchasing consumables which are perishable or which cannot be re-allocated.
- Assessments include: Risk Assessments, DSE-Workstation Assessments, Occupational Health Assessments, Employee Health Assessments and any other form of assessment delivered by Work Wellness.

2.2 Training Courses. Cancellation by client.

2.2.1 Timely cancellation.

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| More than 14 calendar days' notice (i.e., more than 336 hours) prior to agreed appointment start time. | <ul style="list-style-type: none">• If payment already received we will issue a refund for the payment amount minus any committed "out of pocket" expenses.• If payment not yet received, the invoice is waived and we will re-invoice for any committed "out of pocket" expenses. |
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2.2.2 Late cancellation including no shows.

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| 14 or fewer calendar days' notice (i.e., 336 hours or less) prior to agreed appointment start time. | <ul style="list-style-type: none">• If payment already received there will be no refund.• If payment not yet received we will expect payment of the invoiced amount in full.• We will also invoice for any committed "out of pocket" expenses not already invoiced.• If a re-scheduled appointment is agreed within a calendar month, the rescheduled appointment will be charged at 50% of the normal price. |
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Notes:

- Out of pocket expenses:
 - Will also carry a 15% administration charge.
 - Can be incurred by:
 - Purchasing course manuals, booklets and other course materials.
 - Booking an independent off-site venue for the training course.
 - Booking local accommodation for the night prior to the training course.
- Acceptance of an alternative attendee is at the discretion of Work Wellness subject to notification to Work Wellness at least 2 working days prior to the appointment date.

2.3 Cancellation by Work Wellness.

Where Work Wellness need to cancel an appointment because of clinician / instructor sickness or a force majeure event then an alternative appointment can be arranged.

3 Appendix A. Document Summary.

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| Title: | Payment & Cancellations. |
| Policy Library Ref. No. | CF0010 |
| Author: | John Sanderson. Commercial Director. Work Wellness Ltd. |
| Effective Date: | 13 th March 2019. |
| Current Version: | v1.2. 5 th February 2021. |
| Next Review Date: | Annually, considering any changes to advice publicised by respected authorities, e.g., <ul style="list-style-type: none">• Small Business Commissioner• Department for Business, Innovation and Skills• Federation of Small Businesses |
| Information Classification: | Public. |