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| Waterside Specialist Support,  Billy Lane,  Clifton, Swinton, M27 8GB    **Phone:** 0161 793 3480  **Email:** waterside@iamaspire.org.uk  **Web:** aspire@iamaspire.org.uk |

WATERSIDE MSR CANCELLATION /NON- ATTENDANCE POLICY

We understand that situations may arise in which you may need to cancel your appointment. If you are unable to attend your MSR booking, please cancel by sending an email to [waterside@iamaspire.org.uk](mailto:waterside@iamaspire.org.uk) or by phoning 0161 793 3480. If a cancellation is made over the phone, we will confirm via email for your records. A cancellation fee may be charged as detailed below. This is subject to management discretion.

Cancellation fees:

* Less than 24 hours’ notice given – FULL PAYMENT WILL BE CHARGED.
* Between 24-48 hours’ notice given – 50% OF PAYMENT WILL BE CHARGED.
* Over 48 hours’ notice given – NO CHARGE.
* Non- Attendance - FULL PAYMENT WILL BE CHARGED.