

## **Astec Assistive Technology Solutions Ltd Services Cancellation Policy – December 2025**

### **Introduction**

This Policy will be adhered to when, under normal and reasonable circumstances, Services such as user training, consultancy, or assessments, have been booked and the customer chooses to cancel the service to be provided.

Astec Assistive Technology Solutions Ltd reserves the right to make a judgement concerning policy enforcement discretion as and when the company see it to be fit and appropriate.

### **Scope of Policy**

This Cancellation Policy is in respect of all Services delivered by Astec Assistive Technology Solutions Ltd which involve the attendance of one or more staff members to a customer site, or for remote sessions which have been previously booked.

This policy bears no relation to any product, hardware or software provided by Astec Assistive Technology Solutions Ltd, as for these items, their cancellation or return are covered by a separate Returns Policy.

### **Policy Definition**

- Should a customer wish to cancel the delivery of Services, this should be done by telephone and supported in writing, via email or any other written form, five working days prior to the delivery date of any onsite Services, or two days for online, remote Services. In such circumstances, no charge to the customer will be levied.
- Should cancellation occur inside of the agreed time limit for Services delivered by Astec Assistive Technology Solutions Ltd which involve the attendance of one or more staff members to a customer site, the customer will be expected to pay in full for any days which fall inside of the above five-day timeline, or for the above two-day timeline for online remote services.
- Should a block of days be booked, Astec Assistive Technology Solutions Ltd will only enforce the policy to days which fall inside of these above timelines.

### **Conclusions**

The above policy is considered enforceable to all Services delivered by Astec Assistive Technology Solutions Ltd unless otherwise explicitly agreed between Astec Assistive Technology Solutions Ltd and a specific customer.