



Cancellations and Refunds Policy

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| Author: | Diana Warren, on behalf of D-Restricted Ltd |
| Date Completed: | January 2026 |
| Review Frequency: | 3 years |
| Review next due: | January 2029 |

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| Version | Date | Rationale |
|----------------|-------------|---|
| 1.0 | 11/2014 | New policy for independent provider company |
| 1.1 | 01/2021 | No change to policy |
| 1.2 | 01/2023 | No change to policy |
| 1.3 | 01/2024 | Insertion of terminology table |
| 2.0 | 01/2026 | Full revision and clarification of document inclusive of full reference list. |



Terminology:

Mother or Woman: refers to the birthing parent.

Infant Feeding: refers to all methods of feeding inclusive of breastfeeding, chest feeding, wet or dry nursing, human milk feeding, formula feeding or the introduction of solid foods.

Child: anyone who has not reached 18 years of age and for this documents purpose includes young people.

Independent tongue-tie practitioners: are registered health professionals registered nurse (RN), midwife (MW), doctor, dentist, surgeon, osteopath, health visitor (HV), advanced neonatal nurse practitioners (ANNP), who have undertaken training to enable them to perform frenulotomy (tongue-tie division), hold a current professional registration within their field of practice and who work privately. They may also hold other relevant qualifications such as International Board Certified Lactation Consultant (IBCLC).

Parent: also includes legal guardian / caregiver / service-user. Documentation should be available to demonstrate legal guardian / caregiver status and the parent's permission to make medical decisions on their baby's behalf.

Registered health professional: a health professional registered with a regulatory body and governed by a code of practice.



1. Introduction

Diana Warren as the sole employee of D-Restricted Ltd understands that unforeseen circumstances can arise which may require a service-user to cancel or reschedule their appointment. This policy sets out the terms for cancellations, rescheduling, late arrivals, refunds, and exceptional circumstances.

2. Booking and Payment

All appointments are booked online and paid in full in advance to secure the appointment time. Payments are processed via Jane Transactions using Stripe.

A booking fee is included in the cost of each appointment. The booking fee covers administrative costs and the reservation of appointment time.

3. Services and Clinical Decisions

The exact services provided during an appointment are determined through clinical assessment and professional judgement.

Where a surgical tongue-tie release has been booked but is not performed for any reason, a partial refund will be issued to the original payment method.

If a surgical release has been booked and paid for, but it is mutually agreed during the consultation that this is not the most appropriate treatment at that time, the appointment will be charged at the rate of the most appropriate alternative consultation, and the difference refunded. This ensures that clients only pay for the service they receive.

4. Cancellations and Rescheduling

Service-users are encouraged to cancel or reschedule their appointment as early as possible.

- If a service-user cancels their appointment with more than 4 hours' notice, the booking fee will be retained and the remaining balance refunded to the original payment method.



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- If a service-user cancels their appointment with less than 4 hours' notice, the full consultation fee will be charged, as it is not possible to reallocate the appointment at short notice.

The booking fee is non-refundable, as it reflects administrative costs and the reservation of appointment time. However, the booking fee may be transferred to a rescheduled appointment, provided sufficient notice is given.

If an appointment has been rescheduled more than three times, the booking fee may no longer be transferred, as repeated rescheduling prevents the appointment slot from being offered to other service users.

5. Late Arrivals

If a service-user is running late, they are encouraged to contact Diana Warren as an employee of D-Restricted Ltd as soon as possible.

If the estimated arrival time is more than 10 minutes later than the scheduled appointment time, the consultation will need to be cancelled. In this circumstance, the full consultation fee will be charged, as it will not be possible to complete the appointment safely and effectively within the remaining time.

6. Cancellations by D-Restricted Ltd

In the unlikely event that Diana Warren as an employee of D-Restricted Ltd needs to cancel an appointment, notice will be provided as early as possible.

Service-user's will be offered either:

- A rearranged appointment at the earliest suitable opportunity, or
- A full refund, allowing them to seek care from an alternative provider if required.



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7. Insurance Payments

If a service-user intends to claim the cost of their appointment through a personal insurance policy, it is the parent's responsibility to ensure the service is covered under the insurer's terms and conditions.

Payment is still required to D-Restricted Ltd at the time of booking. Service-users are responsible for seeking reimbursement directly from their insurance provider.

Receipts are available via the patient profile. If insurers require additional documentation, Diana Warren as an employee of D-Restricted Ltd can provide this upon request.

8. Exceptional Circumstances

In the event of sudden serious illness, critical accident, or death where Diana Warren as an employee of D-Restricted Ltd is unable to contact clients personally, appointments will be cancelled by a nominated third party (a DBS-checked healthcare professional). Where possible, full refunds will be arranged.

Limited access to personal and payment information may be required to facilitate this process. All access is protected and managed in accordance with legal requirements.

The Association of Tongue-tie Practitioners (ATP) will be notified, and notices will be placed on the website and social media platforms.

9. Service-User Records

Service-user records are retained for 25 years post-procedure. Please refer to the *Privacy and Cookies Notice* for further information (<https://www.tongue-tie.info/privacy-notice>).

If D-Restricted Ltd ceases operating due to death, clients may contact the Information Commissioner's Office (ICO) to obtain details of any appointed successor who can assist with access to records, subject to appropriate identification.



10. Statutory Rights

Nothing in this policy affects a client's statutory rights under UK consumer law.

This means that, in addition to the terms set out here:

- Service-users have the right to expect that services are provided with reasonable care and skill, as required by the Consumer Rights Act 2015.
- Services must be as described and match any information given before booking.
- If a service is not provided as agreed, service-users may be entitled to a full or partial refund, or other remedies, regardless of the cancellation or refund terms described above.
- Any unfair terms that conflict with statutory consumer rights are unenforceable under the law.

In short, this policy is intended to provide clarity and fairness, but it does not limit or replace any rights you have by law as a consumer.

11. Contact Details

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Information Commissioner's Office

www.ico.org.uk
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12. References

Association of Tongue-Tie Practitioners (ATP) (n.d.) *Find a practitioner*. Available at: <https://www.tongue-tie.org.uk/find-a-practitioner/> (Accessed: 11 January 2026).

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Consumer Contracts (Information, Cancellation and Additional Charges) Regulations 2013, SI 2013/3134. Available at: <https://www.legislation.gov.uk/ukxi/2013/3134/contents/made> (Accessed: 11 January 2026).

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Information Commissioner's Office (ICO) (n.d.) *Data protection and record keeping*. Available at: <https://ico.org.uk/for-organisations/record-keeping/> (Accessed: 11 January 2026).