



UCS statement on late cancellation or non-attendance at appointments

We recognise that there might be occasions when it is not possible for you to attend your counselling appointment.

We are a very busy service and late cancellations and non-attendance mean that these appointments cannot be offered to other students and staff who are waiting.

Please note that our policy in relation to missed appointments is as follows:

- The service requires a minimum notice period of **1 working day** for cancellation and re-scheduling of an appointment. Please contact the Service by email to cancel or reschedule.
- If you give less than 1 working days' notice, then your appointment will be considered to have been missed
- It will be your responsibility to let us know if you wish to reschedule.
- If you have any further appointments booked, you must contact the service within 2 working days to confirm if you wish to go ahead with your next appointment.
- If you miss two consecutive appointments without giving 1 working days' notice or if you cancel late, you will need to speak with one of the counselling team before you can book a further appointment to clarify difficulties you might be having with regards to attendance.

To cancel or change your appointment contact us **at least 1 working day in advance**, by email at counselling.service@nottingham.ac.uk.

Contact us if you wish to see the full "UCS Policy on late cancellations and non-attendance."