

Cancellation & Refunds Policy

Version 1.0 · In effect from 6 September 2026 · Last updated 6 September 2026

Two separate rights apply when you cancel: the legal 14-day right that comes with booking online, and our own policy. Whichever is better for you is the one that applies.

1. Your 14-day right to cancel

1.1 Because you book online without meeting us, the Consumer Contracts (Information, Cancellation and Additional Charges) Regulations 2013 give you 14 days to cancel without giving a reason. The 14 days start the day after we confirm your booking.

1.2 If your first visit is more than 14 days away, you can cancel any time in those 14 days and get everything back.

1.3 If your first visit falls *inside* those 14 days, we cannot start until you ask us to. Booking a visit in that window is you asking us to start early. You keep the right to cancel, but once we have started you pay for what we have already done.

1.4 Once every visit in your booking has been carried out, the service has been fully performed and the 14-day right no longer applies.

1.5 We refund within 14 days of being told, to the card you paid with.

2. Our cancellation policy

2.1 Outside the 14-day window, this is our policy:

Cancel 7 or more days before your first visit for a full refund. Cancel 2 to 6 days before and we refund half. Inside 48 hours we cannot refund, because the visits are already allocated to a carer.

2.2 An administration fee of £0 is kept on cancellation.

2.3 We ask for notice because a confirmed visit is allocated to a carer who turns other work down to hold it.

3. Worked examples

You book on the 1st for visits starting on the 30th, and cancel on the 5th. You are inside the 14-day window and we have not started. Full refund.

You book on the 1st for visits starting on the 4th, and cancel on the 3rd. You asked us to start inside the cooling-off period, but we have not started yet. Full refund, less the administration fee if one is set.

You book on the 1st for visits starting on the 4th, and cancel on the 6th after two visits. You pay for the two visits carried out. We refund the rest.

You book two months ahead and cancel 7 days before the first visit. Full refund under our policy.

You cancel three days before the first visit, with a 2-day cut-off and a 7-day full-refund window. Half refund.

You cancel the morning of the first visit. No refund, because the carer is already allocated. If you think there are exceptional circumstances, tell us — we would rather hear from you than not.

4. Rescheduling instead

4.1 If you want to move a visit rather than cancel it, ask us as early as you can. We move it free of charge if we can staff the new time.

4.2 Rescheduling does not extend your 14-day right, which still runs from the day after the original booking was confirmed.

5. If we cancel

5.1 If we cancel a visit, we tell you as soon as we know, offer another time, and refund that visit in full if you would rather not rearrange.

5.2 If we cancel the whole booking, you get everything back.

6. How to cancel

6.1 Any clear statement is enough. Email info@wecarehome.co.uk, or write to 17 Orient Close, St Albans, AL1 1AJ.

6.2 You may also use the model cancellation form below. You do not have to — it is offered because the Regulations require us to offer it.

6.3 The easiest way is the form on this page, which reaches us immediately and gives you a record. We acknowledge every cancellation we receive.

7. Model cancellation form

Complete and return this form only if you wish to withdraw from the contract.

To: WE-DEV LTD (trading as WECARE), 17 Orient Close, St Albans, AL1 1AJ, email info@wecarehome.co.uk

I/We [*] hereby give notice that I/We [*] cancel my/our [*] contract of sale of the following goods
[*]/for the supply of the following service [*],

Ordered on [*/received on [*],

Name of consumer(s),

Address of consumer(s),

Signature of consumer(s) (only if this form is notified on paper),

Date

[*] Delete as appropriate.

You can [download this form as a PDF](#), or [send it to us online](#).

8. Refunds

8.1 Refunds go back to the card you paid with. We do not refund to a different card or account.

8.2 We make the refund within 14 days of accepting your cancellation. Your bank may take a few days more to show it.

8.3 If you paid a deposit only, we refund the deposit on the same basis.

9. Complaints about a refund

If you disagree with a refund decision, use our [Complaints Procedure](#). It does not affect your legal rights.

This document was last reviewed by [SOLICITOR NAME] on [DATE].