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**Department Policy**

# Purpose

To outline the company’s cancellation policy regarding fitness for work assessments.

# Scope

This policy applies to all clients who book Fitness for Work Assessments through Medico-Legal Department and all REDIMED staff who are responsible for the booking and invoicing of Fitness for Work services.

# Policy

Due to high demand for fitness for work medical assessments at REDIMED, cancellation charges will be applied for:

* Appointments which are cancelled with less than 24hours notice
* Candidates who do not arrive to their appointments or arrive late requiring their appointment to be cancelled

Functional Assessments, where the worker arrives but does not provide sufficient medical information and therefore at REDIMED’s discretion the appointment is required to be cancelled, cancellation charges will apply.

Charges will be applied where a reasonable excuse is not provided by the client. All payment of cancellation invoices will be sent to the requesting client for payment.

Charges will be:

50% of a Simple Fitness for Work Assessment

50% of requested Functional Assessment as per booking form