

## Request to Cancel Brain in Hand Services

Thank you for choosing Brain in Hand. We hope that you find it useful and enjoyable.

However, please complete this form if you wish to cancel all, or any individual elements, of your Brain in Hand service package.

If you need further support to fill out this form, then please contact us on 01392 247909 or [support@braininhand.co.uk](mailto:support@braininhand.co.uk) and we'd be happy to help.

### Tell us about you (the Brain in Hand user)...

User's full name
User's date of birth (for ID)                      /                      /
User's email <i>This is also your user name, and will help us to identify your account in order to make the changes</i>
User's mobile phone number <i>We will use this to contact you if we have any questions about the changes</i>
If you are filling out this form with / on behalf of someone please provide your contact details: (i.e. you are a support worker, someone from the user's work or education, or a relative)
Name
Relationship to user
Organisation / address
Phone number
Email address

### Cancelling part, or all, of your Brain in Hand service package...

I wish to make the following changes to my Brain in Hand service package:
<input type="checkbox"/> I have changed my mind, and wish to cancel all elements of my Brain in Hand
<input type="checkbox"/> I have changed my mind, and no longer wish to purchase The National Autistic Society Facilitation Service
<input type="checkbox"/> I have changed my mind, and wish to cancel my set-up sessions,
Please provide us with feedback as to why you have requested this cancellation:

If you wish to add a service or change who has access to, or receives alerts from, your account, please contact us on [support@braininhand.co.uk](mailto:support@braininhand.co.uk) or 01392 247909.

By submitting this referral form I confirm that:

- ✓ I understand that in order to receive a full refund I must return this form and cancel my service within 14 days of receipt of my Confirmation Email/Letter date
- ✓ If you have chosen to receive training sooner than 14 days after confirmation, we will refund your money excluding the cost of any set-up sessions already delivered or scheduled for delivery within 24 hours of receipt of cancellation
- ✓ If you have chosen to activate your licence sooner than 14 days after confirmation, we will refund your money excluding the proportion of the licence and service cost used since the date of activation (*if you are paying monthly and have yet to make a licence payment we reserve the right to retain the equivalent value from any set-up payments you have already made, for this purpose*)
- ✓ If you have begun using Brain in Hand, but cancel within the first 3 months from confirmation, we will refund any unused portion of the licence and service past 3 months for which we have already received payment from you.
- ✓ I have read and understood the terms and conditions of using Brain in Hand – these can be found at [www.braininhand.co.uk/my-brain-in-hand](http://www.braininhand.co.uk/my-brain-in-hand)

Signed:	Brain in Hand User
Date:	

**Please print, sign and post your completed form to:**  
 Brain in Hand, The Innovation Centre, Exeter EX4 4RN  
**Or, email it to [support@braininhand.co.uk](mailto:support@braininhand.co.uk)**  
 from the email account we have listed on your Brain in Hand profile

**Office use only...**

The Confirmation Email was issued on	/	/	
The cancellation form was received on	/	/	
The client is to receive:	VALUE:		
<input type="checkbox"/> A full refund	<input type="checkbox"/> A refund minus usage	<input type="checkbox"/> A refund for 9 months	
<input type="checkbox"/> Other (please specify)			
The refund is due by (14 days from receipt of form):	/	/	