

**All displayed prices inclusive of VAT**

Appointment / Service type	Cancellation period			Non-conformity e.g. No ID, insufficient sample etc.	Non attendance
	Outside 48 hours	Within 48 hours	Within 24 hours		
Immediate Response (Call-out) drug and alcohol testing service.	N/A	N/A	Full test cost	Full cost of test	Full cost of test
All Medical Assessments.	£36 cancellation fee OR £36 rearrangement fee	Full cost of assessment	Full cost of assessment	Full cost of assessment	Full cost of assessment
Medical Review services.	Full cost of review	Full cost of review	Full cost of review	Full cost of review	Full cost of review
All drug and alcohol tests.	£36 cancellation fee OR £36 rearrangement fee	50% of test cost (per person) OR £60 rearrangement fee	Full cost of test (per person) OR £120 rearrangement fee	Full cost of test (per person) OR £120 rearrangement fee	Full cost of test (per person) OR £120 rearrangement fee
All DNA tests.	£36 cancellation fee OR £36 rearrangement fee	50% of test cost OR £60 rearrangement fee	Full cost of test OR £120 re-arrangement fee	Full cost of test OR £120 re-arrangement fee	Full cost of test OR £120 re-arrangement fee

Kit type	Cancellation type			
	Cancel kit before dispatch	Cancel kit after dispatch	Cancel test before analysis commences in lab	Cancel test after analysis has commenced in lab
All Home DNA Tests	No charge	Kit cost retained	£36 administration fee	Full cost of test
All IT DNA Tests	No charge	No charge but no refund for postal fee	£36 administration fee	Full cost of test
Boots DNA Tests	Boots returns policy	Boots returns policy	£36 administration fee	Full cost of test
Home Drug testing kit	No charge	Cost of postage on return of kit	N/A	N/A

**Additional charges**

An allocated time is applied to each appointment. Costs payable will be increased if the collection time exceeds the allocated time stated due to any delays caused by the client and/or sample donors. This additional time will be charged at £30 (incl. VAT) per 30 minutes.

Any appointments which are required between the hours of 19.00pm and 07.00am, or on a Saturday or Sunday will incur an additional attendance fee of £60 (incl. VAT).

The hours between 5.00pm on a Friday and 8.00am on a Monday, or those forming part of any UK bank holiday, will not be included/accepted as forming part of any notice period