



Urban Eldercare

240 West 102nd St., Suite 22A New York, NY 10025 212-866-8682
www.urbaneldercare.nyc

Refunds and Cancellation Policy

Urban Eldercare, LLC is committed to providing exceptional care management services. When someone cancels without giving enough notice, they prevent someone else from receiving our services.

Clients and potential clients must cancel their scheduled appointment, or request to reschedule, 48 hours before the date and time of the scheduled appointment.

Changes requested with notice

- Cancellations: If the appointment was cancelled within the required time frame and the client wishes to have a refund rather than reschedule, a full refund will be processed through PayPal.
- Rescheduling: Requests made at least 48 hours before the appointment may reschedule to a different date/time for no additional fee. The free rescheduled appointment must occur within the next 30 calendar days or be forfeited.

Changes requested without enough notice

- Cancellations made less than 48 hours of the appointment will not receive a refund nor a free reschedule.

How to cancel or request a reschedule

To cancel or reschedule you must call the person with whom they have the appointment to let them know of the change. Cancellations may not be made via email or text as there is too great a likelihood they could be caught in a spam filter or overlooked.

If a call takes less time than anticipated

Special package offerings are for services provided, including expertise, research, preparation of resources and their availability to the client, and potential follow-up efforts. Only calls that are less than 50% of allot time are eligible for a partial refund of 30% of the fees paid.

Our client's medical emergencies

In elder care, we often are dealing with matters of life and death. Our schedules are not always our own. While Urban Eldercare, LLC strives to keep all appointments on the date and time scheduled, it is important to understand that medical emergencies may occur for another client during your scheduled time. Just as you would want us to be there for you in such a case, we ask for your understanding. Should we need to be elsewhere, we will contact you as soon as possible and reschedule your appointment, obviously at no charge.