

**BrightNest Medical**

Address: 24A/25 Hill Street. Dublin 1

Phone: 0874657974/ 01-5589094

Email: info@brightnest.ie

Cancellation Policy

Entity	BrightNest Medical
Contact	info@brightnest.ie
Applicable law	Consumer Rights Act 2022; European Communities (Directive 2000/31/EC) (Electronic Commerce) Regulations 2003; Data Protection Act 2018 and the GDPR (Regulation (EU) 2016/679); Companies Act 2014
Last updated	September 2026
Version	1.0





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1. Purpose and scope

This policy explains your rights to cancel or reschedule an appointment booked through BrightNest Medical, and how refunds are handled. It should be read together with our Terms and Conditions, of which it forms part. Nothing in this policy reduces your statutory rights as a consumer under Irish law.

2. Your Statutory Right to Cancel (Cooling-Off Period)

Because you book through our website, your booking is a distance contract. Under the Consumer Rights Act 2022, you generally have 14 days from the date your booking is confirmed to cancel without giving a reason and to receive a refund.

If your appointment is scheduled to take place within 14 days, you ask us to begin providing the service before the cooling-off period ends. By booking such an appointment you expressly request that we do so, and you acknowledge that once the appointment has been fully provided you will no longer be able to cancel it under the cooling-off right. If you cancel after the service has started but before it is complete, you may be asked to pay a reasonable amount for the part of the service already provided.

3. How to Cancel or Reschedule

You can cancel or reschedule your appointment by emailing info@brightnest.ie. Please include your booking reference so we can find your appointment quickly.

4. Our Cancellation and Rescheduling Terms

The following terms apply in addition to, and without reduction, your statutory rights in section 2:

Care. Compassion. Children. Always.

Notice given	Cancellation	Rescheduling
48 hours or more before the appointment	Full refund	Free of charge
Less than 48 hours before the appointment	Half of your fee will be retained	Treated as a late cancellation
No notice (missed appointment or no-show)	Fee not refunded	Not applicable

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5. Cancellations by BrightNest Medical

If BrightNest or a healthcare professional needs to cancel or reschedule your appointment for clinical, operational or safety reasons, we will let you know as soon as possible and offer you either a full refund or a rescheduled appointment at no extra charge.

6. How and When Refunds Are Paid

Where a refund is due under your statutory cooling-off right, we will refund you within 14 days, using the same payment method you used to pay. Other approved refunds are normally processed back to your original payment method within 5 to 10 business days, depending on your bank or card provider. We do not charge a fee for making a refund.

7. Contact

If you have any question about a cancellation, a reschedule or a refund, contact us at info@brightnest.ie.

