



Cancellation policy

Cancellation must be made through our Mencap DBS team on 01733 873737.

Lines are open Monday to Friday 9.00 am to 5.00 pm. We reserve the right to process and charge in full for any disclosures unless we have received notice of cancellation before submission to the DBS.

Any payments you have made for disclosures that have been properly cancelled will be recredited to you, minus a £1.00 administration fee.

Despite the above provision, you are entitled to cancel a payment for products where fraudulent use has been made of your payment card by a person not acting, or to be treated as acting, as your agent.

If you have already made a payment where your payment card has been so fraudulently used, then you should approach your card issuer for recredit to your card.

We reserve the right to terminate or restrict your use of our service, for any or no reason whatsoever. If we terminate your use of our service as a result of a breach of any obligation under these terms, such termination would be immediate and without notice.