



# Cancellations Policy

## Policy statement

Since the scheduling of an appointment involves the reservation of time set aside especially for you, a minimum of 48 hours' notice is required for rescheduling or cancellation of an appointment. If for any reason a session is cancelled less than 48 hours prior, the full fee will be charged.

I recognise that there are sometimes exceptional circumstances such as emergency/illness and we would look to rearrange where possible in these situations. Poor weather would not constitute this.

You may also inquire whether there is an option to meet virtually if you're unable to attend an in-person session.

If you don't attend a session that is in a regular timeslot reserved for our sessions (e.g. the same time each week), I will try to make contact with you via the agreed channels.

If you:

- Do not attend a session without warning (DNA) and
- I cannot contact you or you
- Do not let me know or contact me within 7 days

I will assume you no longer want to attend counselling and may offer the slot to someone else.

## Weather

In the event of prohibitive weather, it may be possible to conduct the session by telephone or zoom. Please contact me to arrange this as soon as possible. If I don't hear from you, I will assume you are coming to the session.

## Text and Email Reminders

Although I may send you text or email reminders about upcoming appointments, this is done as a courtesy and only if you consent to receive these communications. It remains your sole responsibility to keep track of and timely attend all scheduled therapy appointments, whether or not you receive the text or email reminder.

## Frequent Cancellations

If you frequently cancel at short notice (3 or more in 6 months or 2 consecutive) and/or missed appointments (no show) we will discuss why this is happening and the best way forwards.