

Cancellation Policy

We aim to be fair and flexible within our policy for cancellations and recognise that sometimes events can overtake things and interrupt with booked appointments. We are clear and transparent with our clients from the first session and make this clear in the appointment confirmation email that all new clients receive so there is no confusion.

Our cancellation policy is as follows:

If you are not able to make your appointment at any time 48 hours' notice must be given to your therapist or the full fee will be payable. This must be paid at the next session or it will be taken out of the booking deposit.

*During special circumstances the Centre Director may at his discretion reduce this time period to 12 hours. **

Cancelling a booked appointment prior to assessment

If you decide for what ever reason that you do not wish to start therapy and you have not had your assessment but paid for this and a profile has been set up and your paperwork sent a cancellation fee of 30% will be deducted from any refund that is issued. This is to cover the costs of the initial clinician's time with you when you were set up and for the booking to be altered.

Advance Payment fee

When you commit to therapy at the second session you will be required to pay a fee in advance. This fee is used for any missed sessions as detailed above if the correct notice is not given. If you continue your therapy with us, we will hold this fee on account for your final session with us, whenever that may be. This then covers the cost of the last appointment you have.

This fee is non-refundable, so it is important you agree with your therapist when you wish to work toward an ending. Your therapist will discuss this with you on more detail when you attend your first session.

EAP (employee Assistance)

If your employer is paying for your treatment, then the same policy applies, and we will add the missed session to the invoice they receive.

Ending the agreement

Either party may decide they no longer wish to continue with the agreement. All we ask is that should you decide you no longer want to continue you give your therapist at least 1 session notice you wish to come to an end. The ending session you have is paid for in advance and held on account for this reason. We do not return the fee, so it is important you discuss this with your therapist. The ending session is an important part of the therapeutic process and we believe part of the journey you will have been on in therapy. It is an opportunity to say goodbye and to close off any areas you may have



left open. We are also able to talk to you about what to do should you need to return in the future or to share any important referral information with you following your treatment.

*Special circumstances such as National crisis and Pandemic