



Cancellation Policy

At our practice, we aim to be fair and flexible while maintaining clear boundaries regarding cancellations. We understand that unexpected situations may arise, and we strive to accommodate where possible while ensuring consistency in our policies.

Our cancellation policy is transparent from the first session and is outlined in the appointment confirmation email sent to all new clients to prevent any confusion.

1. Appointment Cancellations

- If you need to **cancel or reschedule** an appointment, a **minimum of 24 hours' notice** must be given to your therapist.
- If less than 24 hours' notice is provided, the **full session fee** will be payable. This must be settled at your next session or deducted from your booking deposit.

2. Cancelling Before the Initial Assessment

- If you decide **not to proceed with therapy** before your assessment and have already made a payment, a **30% cancellation fee** will be deducted from any refund issued.
- This fee covers the clinician's time in setting up your profile, preparing documentation, and processing your booking.

3. Advance Payment Fee

- At your **second session**, you will be required to pay an **advance fee**, which serves as a **deposit** for missed sessions if proper notice is not given.
- If you complete therapy, this fee will be applied to your **final session**.
- This advance payment is **non-refundable**, so it is important to discuss your planned therapy duration and ending process with your therapist.

4. Employer-Funded Therapy (EAP – Employee Assistance Program)

- If your **employer** is covering the cost of your sessions, the same cancellation policy applies.
- Any missed sessions will be **added to the invoice** sent to your employer.



5. Ending Therapy

- If you decide to end therapy, we request at least **one session's notice**.
- Your final session is covered by the advance payment, which is **not refundable**.
- This session is an important part of your therapeutic process, providing an opportunity for closure and discussion of any necessary referrals or future support options.

6. Special Circumstances

- In cases of **national crisis or emergency**, the Centre Director may apply **flexibility** to the cancellation notice period.

Policy Last Updated: February 2025