



Next Steps

Counselling and Support Service

Cancellation Policy

Therapy Sessions

You may cancel or reschedule a therapy appointment **48 hours or more** prior to the start date of the appointment at no charge. If you must cancel or reschedule with less notice, you will be required to pay a charge. This is to cover the cost of room hire and potential loss of the practitioner's earnings.

The amount levied as a late cancellation charge may vary (between 50 and 100% of appointment fee), depending on the length of notice given. If your appointment slot can be reallocated to another client in time, there will be no amount payable. **No-shows will be charged 100%** of the appointment fee.

Under exceptional circumstances, the practitioner may decide to waive a late cancellation fee. This is however at the individual practitioner's discretion and cannot be assumed.

Your signature on both this policy document and the client consultation form, completed before/during your initial client session, indicates your understanding and full acceptance of this cancellation and no-show policy.

Any confirmed appointments arranged via the online booking system (due to be activated soon) also indicate your understanding and full acceptance of this cancellation and no-show policy.

Should a client refuse to complete a Covid-19 questionnaire prior to (or on the day of) their appointment, the practitioner reserves the right to cancel the session and record the incident as a no-show. If this decision is taken, the client will be charged 100% of the appointment fee, in accordance with the no-show policy stated above.

Should a therapy session need to be cancelled by the practitioner prior to the appointment date, due to a recorded/suspected incident of Covid-19 within the client's or practitioner's network, no charge will be made. If the client has already paid for their appointment in advance, they can either reschedule their appointment or request a refund.

Scheduled Training Courses and Workshops (referred to as 'events')

You may cancel or reschedule an event thirty (30) or more days prior to the start date of the event at no charge. If you must cancel or reschedule with less notice, you will be required to pay a fee based on the following calculations:

- Fifteen (15) days or more, 30% charge of full event price to reschedule or refund
- Less than fifteen (15) days, 50% charge of full event price to reschedule or refund
- No shows are not eligible for a refund.

Should an event attendee refuse to complete a Covid-19 questionnaire, prior to the event start date, the event facilitator reserves the right to refuse entry and record the incident as a no-show. If this decision is taken, the event attendee will be charged 100% of the event fee, in accordance with the no-show policy stated above.

Should an event be cancelled by the event facilitator, due to a recorded/suspected incident of Covid-19 within the attendees' or event facilitator's network, attendees may either reschedule or request a refund. A discretionary charge may need to be applied if the facilitator incurs any significant event cancellation costs. Please refer to individual event terms and conditions which advise that attendees take out insurance.



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Retreats

Please refer to the separate terms and conditions applicable to the specific retreat you have booked, as individual venues/locations may have different notice period requirements which may impact this rescheduling or cancellation policy.