

CANCELLATION POLICY - PSYCHOLOGISTS

To ensure we can provide the best possible service to all our clients, we have outlined our cancellation policy below.

- **We require a minimum of 48 hours notice if you need to cancel your appointment.**
- **More than 48 hours' notice:** No cancellation fee will be charged.
- **Less than 48 hours' notice but more than 24 hours' notice:** **50% of the session fee will be charged.**
- **Less than 24 hours' notice:** **100% of the session fee will be charged.**
- **Non-attendance without notice:** **100% of the session fee will be charged.**

Extenuating Circumstances: We recognize that unforeseen situations may arise. In such cases, cancellation fees may be waived at the discretion of the psychologists.

Rescheduling: If you provide reasonable notice of cancellation, we will be happy to reschedule your appointment to a mutually convenient time. **Please note, any outstanding cancellation fees need to be paid prior to rescheduling.**

Repeated Cancellations: Please be aware that repeated cancellation or failure to attend scheduled appointments may affect the therapeutic relationship and could result in the termination of the patient-psychologist partnership. Consistent attendance is important for the effectiveness of therapy.

Thank you for understanding and for respecting our time and commitment to providing quality service.