



THRYVE
COUNSELLING & WELLBEING

Counselling Cancellation Policy

CANCELLATION POLICY

During the booking process, clients are informed about this policy and are required to acknowledge their understanding of the late cancellation or rescheduling fee by completing their initial consultation information sheet. Furthermore, clients will receive a text message 48 hours prior to their scheduled appointment as a reminder.

Aim:

The primary objective of this policy is to minimize the impact of late cancellations, late rescheduling, and missed appointments on the counselors' schedules and preparation time. Additionally, it aims to ensure that all clients have an equal opportunity to access therapy and reduce the financial losses incurred as a result of these events. Through implementation of this policy, we hope to decrease the frequency of late cancellations, late rescheduling, and missed appointments.

Policy

When an appointment is scheduled, a dedicated time slot is allocated for you, underscoring the importance of your commitment to attending the session. While we acknowledge that unforeseen situations may arise, we kindly request a minimum of 24 hours' advance notice for cancellations or rescheduling.

Clients failing to provide the requisite notice will incur a fee equivalent to 50% of the missed appointment's cost. In cases where no notice is given, resulting in a client's non-attendance, the fee will encompass the entire cost of the appointment. Additionally, access to further services will be restricted until the fee is settled.

Recognizing that emergencies can emerge, should a client be unable to attend due to sudden illness or unforeseen personal emergencies, we urge prompt notification. If valid reasons are presented with sufficient notice, we may consider waiving the fee.

We have implemented this policy to ensure that we can offer our services to all clients in a timely and efficient manner. Please understand that we have made every effort to accurately and clearly communicate this policy based on current best practice and legal requirements.

**** PLEASE NOTE: NO FUTURE APPOINTMENTS CAN BE BOOKED IF YOU HAVE AN OUTSTANDING ACCOUNT ****