

Cancellation Policy

In-person appointments

There isn't a waiting area where I have my therapy room. If you arrive early, I would ask you to wait until your appointment time, as I am not able to see you if you arrive outside the agreed time. Similarly, if you arrive late, I cannot extend the session to compensate. If you are over 15 minutes late and have not contacted me, I will assume you are not coming and will consider that cancellation without notice.

Online/telephone appointments

Where we are to meet online or by telephone, I will call you when the session is due to start. If the call is unanswered, I will try again a few moments later. If the second attempt fails, I would ask you to contact me when you can take the call, but the session will still run from the scheduled time. If you have not contacted me within 15 minutes of the scheduled start, I also consider that cancellation without notice. The technology I use for [online and telephone counselling](#) is very robust and rarely fails. Where it does, I will do my best to offer the appointment using another communication method. If I cannot deliver the session, and it is not my fault, I usually charge for the appointment.

Cancellations

I operate a 24-hour cancellation policy. If you cancel an appointment over 24-hours in advance, I will not charge you for the missed session. If you cancel after that, or if you cannot attend, you will still need to pay for the appointment as we have committed the time.

Exceptional circumstances

We recognise that emergencies happen, even if they are rare. If you know that you might not make an appointment, please let me know when you book it. I will try to be more accommodating in such circumstances. Similarly, if a genuine emergency prevented you from attending, **and also from letting me know**, I could consider waiving or reducing the cancellation fee.

Should you repeatedly make and cancel appointments, I might ask for a non-refundable pre-payment. I would not refund this payment, even if you cancel ahead of the usual 24-hour window.

If I cancel

Occasionally, circumstances might prevent me from delivering a session as agreed. I will give you as much notice as possible if this happens. I will not charge you for appointments I cancel and will do my best to re-book at a time that best suits you.

