

Cancellation Policy

Changing or cancelling an appointment

Your session time is set aside just for you. When an appointment is missed at short notice, it usually cannot be offered to someone else who is waiting. Thank you for helping keep this fair for everyone.

Giving notice

- Please give at least **24 hours' notice** if you need to cancel or reschedule.
- Phone or text 0458 720 428, or email bookings@inachordcounselling.com.au. If I cannot answer, please leave a voicemail or send a text.

Late cancellations and missed sessions

- Cancellations with less than 24 hours' notice, or missed sessions, incur the **full session fee**.
- If you arrive late, the session still ends at the scheduled time and the full fee applies. This includes telehealth sessions.
- Health funds do not cover cancellation fees.

When life happens

Illness, emergencies and the unexpected are part of life. If something genuinely unavoidable comes up, please let me know as soon as you can. I will always consider the circumstances and may waive the fee.

If I need to cancel

I will give you as much notice as possible and offer another time. There is never a charge when I cancel. If a telehealth session cannot go ahead because of a problem at my end, we will reschedule at no cost.

Missed sessions

If sessions are missed more than once, I will gently raise it with you so we can work out what would make attending easier.