

The Em Collective
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Counselling, Coaching, Kinesiology and Yoga
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***Policy Information for Payment of session fees and cancellation charges.
Current as of June 1st, 2025***

Payment for Sessions:

Payment is to be made in full, 3 business days prior to your booked appointment. I will send you a remind prior to the 3 days to confirm the appointment. Should payment not be made as per this policy then the session is no longer held.

Cancellation Policy:

If you need to cancel or postpone an appointment, for any reason, please provide at least one week's notice where possible.

Cancellations made within 48 hours of the appointment will be charged a fee.

Please understand that this is my practice policy and will be implemented for all clients.

Ways to avoid being charged a cancellation fee include - message or phone me well in advance if you are sick or aware that you may need to cancel for any reason - we can then decide how to proceed.

Cancellation Fees:

100% of the fee if you cancel within 0 - 24 hours of your appointment time. For example, if your appointment is 4pm on Wednesday and you cancel after 4pm on Tuesday, you will be charged a late fee at 100% of the session cost.

50% of the fee if you cancel within 24 - 48 hours of your appointment. For example, if your appointment is 4pm on Wednesday and you cancel after 4pm on Monday, you will be charged 50% of the session.

Appointments are always reserved for you personally. I therefore ask for your understanding when billing you for a late cancellation.