



# THE THERAPY BURROW

## **Cancellation Policy**

If you need to cancel your session, we require that you contact us at least 48hours prior to your appointment time.

- Cancelling your appointment with less than 48hours notice will incur the full session fee
- Failure to attend a scheduled appointment will incur the full session fee

### **Cancellations due to Illness (Temporary 21/7/2025 until 1/9/2025)**

If you need to cancel your session due to illness, we require that you contact us at least 24hours prior to your appointment time.

- Cancelling your appointment with less than 24hours notice will incur 50% of the session fee
- Attending a session unwell, or symptomatic will result in refusal of entry and incur the full session fee.

## **Putting Sessions on Hold**

If you need to place your sessions on a temporary hold, we require that you contact us at least 48hours prior to next your appointment time.

- Sessions can be placed on hold on a case-by-case basis up to The Therapy Burrow's discretion.
- Session cannot be placed on hold for more than a month or 4 sessions.

## **Ceasing Sessions**

If you would like to cease services with The Therapy Burrow, we require that you contact us at least 48hours prior to next your appointment time.

- If less than 48hours is given, a full fee will be applicable.
- This fee can go towards a discharge summary or progress report.
- Hand over notes or a discharge summary can be provided upon request.
- All client information and session documentation will be kept for a minimum of 7 years.