

Refund and Cancellation Policy

Cancellations and Missed Sessions

Cancellation Notice: If you need to cancel or reschedule a session, please provide at least 48 hours' notice. This gives me the opportunity to offer the time to someone else.

Late Cancellations (under 48 hours) may not be eligible for a refund and may be charged in full.

No-shows will be charged the full session fee and are not eligible for a refund.

Therapist-Initiated Cancellations or Endings

In rare circumstances, I may need to end a session or therapeutic relationship early. This may include:

- Situations that compromise safety for either party
- Boundary violations, aggression, or inappropriate behaviour
- Circumstances where I feel professionally or ethically unable to continue

If a session is ended by me for any of these reasons, I will explain why clearly and compassionately. Refunds may or may not be issued depending on the nature and timing of the session.

Refunds

Refunds are considered on a case-by-case basis and are not guaranteed.

If you cancel with sufficient notice, you may request a refund or credit towards a future session.

In the case of packages or multi-session bookings, refunds for unused sessions can be discussed if you decide not to continue.

Emergencies and Exceptional Circumstances

Life happens. If an emergency prevents you from attending a session, please get in touch as soon as you're able. I'll always approach these situations with understanding and flexibility where possible.