

Cancellation and Rescheduling Policy

Practice Name: Transformation Tree

Practitioner: Kaatheryn Tempest

ABN: 63 565 018

Purpose

This Cancellation and Rescheduling Policy is designed to ensure fairness, clarity, and professional boundaries between Transformation Tree and clients engaging in counselling, psychotherapy, supervision, or related professional services.

Notice Period for Cancellations and Rescheduling

Clients are required to provide **a minimum of 48 hours' notice** prior to their scheduled appointment time if they wish to cancel or reschedule a session.

Notice must be provided via:

- Email: transformationtree@outlook.com
- SMS: 0492 877 228

The 48-hour period is calculated from the scheduled appointment start time.

Late Cancellations

If a session is cancelled or rescheduled with **less than 48 hours' notice**, Transformation Tree reserves the right to charge **the full session fee**, unless otherwise determined at the practitioner's discretion.

Late cancellations impact the availability of appointments for other clients and constitute a loss of professional time.

Non-Attendance (No-Shows)

Failure to attend a scheduled appointment without notice will be treated as a **late cancellation**, and the full session fee may be charged.

Exceptional Circumstances

Transformation Tree recognises that unforeseen and unavoidable circumstances may arise. Exceptions may be considered in cases such as:

- Medical emergencies
- Acute illness
- Significant personal or family emergencies

Any fee waiver under exceptional circumstances is granted **at the sole discretion of the practitioner** and does not set a precedent for future appointments.

Practitioner Cancellations

If Kaatheryn Tempest is required to cancel or reschedule an appointment, clients will be offered:

- A rescheduled session at no additional cost, or
- A full refund of any prepaid fees

Transformation Tree is not responsible for any indirect costs incurred by the client as a result of practitioner cancellation.

Compliance and Professional Standards

This policy is consistent with the ethical expectations and professional standards of:

- The **Australian Counselling Association (ACA)**
- The **Psychotherapy and Counselling Federation of Australia (PACFA)**

It supports clear boundaries, informed consent, and respectful use of therapeutic time.

Acknowledgement

By booking and attending sessions with Transformation Tree, clients acknowledge that they have read, understood, and agreed to this Cancellation and Rescheduling Policy.

Last updated: 3 January 2026