



## TaylorMade Counselling Cancellation Policy

There is a range of valid reasons for cancelling an appointment. In order to be consistent with all clients, cancellation fees will only be waived in the event of a medical emergency requiring urgent treatment, a death in the family, or a natural disaster.

Forty-eight hours notice of cancellation is required as it allows us to use the time for others.

If you fail to provide at least forty-eight hours' notice, you will be charged a cancellation fee of 50% of the full fee (plus the credit card processing fee).

If you cancel on the day of the appointment or simply are a no-show for an appointment, you will be charged 100% of the full fee (plus the credit card processing fee).

Any late fee will be charged on the day of cancellation using payment details recorded on the system. If you have not provided your credit card details, an invoice will be sent to you, and payment is required within seven (7) days.

**\*\* You will not be charged if you are an EAP or CPHPV client.**

Please note that it is your responsibility to keep track of scheduled appointments. It is recommended that the automated text messages are not used as the only reminder for appointments.