E-mail: info@maecounselling.com
www.maecounselling.com

Cancellation, Rescheduling and Refund Policy

1. Booking Deposits

- All deposits paid to secure an appointment are strictly non-refundable.
- Deposits are used to secure the allocated appointment time and ensure the counsellor's availability.
- A deposit does not guarantee a refund where a client chooses to cancel their booking.
- Any exceptions will be considered in accordance with applicable legal obligations.

2. Same-Day Cancellations

- Cancellations made on the scheduled day of an appointment will incur 100% of the agreed session fee.
- This applies to individual counselling, telehealth and marriage counselling appointments.
- Clients are responsible for the full session fee regardless of the reason for cancellation, subject to applicable legal requirements.
- Same-day cancellations will not qualify for a refund or complimentary rescheduling.

3. Marriage Counselling Bookings

- Deposits paid towards marriage counselling bookings are non-refundable.
- Once a marriage counselling appointment has been secured, the booking is subject to the agreed cancellation terms.
- Same-day cancellations of marriage counselling appointments incur the full agreed session fee.
- Where one partner is unable to attend, the other partner cannot automatically assume that the appointment will be rescheduled or refunded.
- Any changes to a couples appointment must be communicated to Mae Counselling in advance.

4. Rescheduling

- Requests to reschedule must be communicated as early as possible.
- Rescheduling is subject to availability and approval by Mae Counselling.
- A rescheduled appointment does not automatically entitle a client to a refund of any deposit.
- Requests made on the day of the scheduled appointment will be treated as same-day cancellations unless otherwise agreed.

5. Failure to Attend (No-Show)

- Failure to attend a scheduled appointment without prior notice will incur the full session fee.
- Clients who arrive significantly late may receive a shortened session, without an automatic reduction in the agreed fee.

6. Exceptional Circumstances and Legal Obligations

Mae Counselling reserves the right to consider exceptional circumstances on a case-by-case basis.

Nothing in this policy excludes or limits any rights or remedies available to clients under applicable Australian Consumer Law.

7. Client Acknowledgement

By making a booking with Mae Counselling, clients acknowledge that they have read, understood and accepted the cancellation, rescheduling and refund conditions.

Mae Counselling reserves appointment times specifically for each client. Respect for scheduled appointments and the associated financial commitments is expected.