



Cancellation Policy

You're welcome to rearrange or cancel your appointment up to 24 hours before the session without any fee.

If you cancel with less than 24 hours' notice, or miss the session without contacting me, the full session fee is payable, except in cases of unpredictable and serious personal emergencies.

I will always try to offer an alternative appointment within the same week if you need to cancel at short notice. If we cannot find a mutually convenient time, the full fee will still apply.

In-Person Sessions & Online Alternatives

If you are attending in person but cannot travel (for example due to illness, weather or transport issues), I am happy to offer an online session instead.

If I Need to Cancel

If I am unable to attend, I will contact you by email and/or phone as soon as possible. No fee will be charged, and if you have already paid, your payment will be transferred to your next session.

Illness

If you are unwell and may be contagious but feel well enough for therapy, we can meet online.

If you are too unwell to attend online, I will try to offer another space in the same week where possible.

If I am unwell but able to work, I may offer an online session instead of meeting in person. If illness prevents me from working (for example a persistent cough or positive Covid test), I will reschedule and contact you as soon as I can.

If you have a chronic illness, please speak to me about flexibility around cancellations — I'm open to discussing what works best for you.

If you have any questions about this policy, please speak to me or email me at nic@thelisteing-ear.co.uk.