



Cancellation Policy

Effective Date: 15 September 2024

We understand that life can be unpredictable, and sometimes you may need to cancel or reschedule your appointment. To ensure that we can provide the best possible service to all our clients, we have established the following cancellation policy:

1. **Notice Period:**
 - Please provide at least 24 hours' notice if you need to cancel or reschedule an appointment. This allows us to offer the time slot to another client.
2. **Cancellation Fees:**
 - Cancellations made with less than 24 hours' notice will incur a cancellation fee equivalent to 50% of the session fee.
 - Failure to attend a scheduled session without prior notice (no-show) will result in a charge equal to the full session fee.
3. **Rescheduling:**
 - If you need to reschedule your appointment, please do so at least 24 hours in advance to avoid any fees. Rescheduling is subject to availability.
4. **Emergency Situations:**
 - We understand that emergencies occur. If you are unable to provide 24 hours' notice due to an emergency, please contact us as soon as possible. We will assess the situation and may waive the cancellation fee at our discretion.
5. **Exceptions:**
 - For exceptional circumstances or ongoing issues with scheduling, please discuss with us directly. We are committed to working with you to find a suitable solution.
6. **Contact Information:**
 - To cancel or reschedule an appointment, please contact us.

WWW.HIBERNIUMTHERAPY.COM

mobile: 00353 899 55 100 3 email: hiberniumtherapy@gmail.com

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Counselling & Psychotherapy Service OnLine

- Thank you for your understanding and cooperation. We value your commitment to your mental health and look forward to continuing to support you.

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