**Cancellation policy**

**Cancellations**

Wholeness counselling & psychotherapy operate a 24-hour cancellation policy. If you cancel an appointment 24 hours in advance, we will not charge you for the missed session. If you cancel an appointment after that, or if you do not attend. You will be charged for the appointment as we have committed the time.

**Exceptional circumstances**

We recognise that emergencies happen. If you know that you might not be able to make an appointment, please let us know when you book it. We will be more accommodating in such circumstances. Similarly, if a genuine emergency prevented from attending, and also from letting us know, we will consider waiving or reducing the cancellation fee.

In the instances where appointments are repeatedly made and cancelled, we may ask you to make a non-refundable pre-payment. We may not refund this payment, even if you cancel ahead of the usual 24-hour window

**If we cancel**

Occasionally, circumstances may prevent us from delivering a session as agreed. We will give you as much notice as possible if this happens. We will not charge you for appointments we cancel and will do our best to re-book at a time that best suits you.