

Cancellation and Charges Policy

At Yorkshire Counselling Psychology (YCP), we are committed to providing high-quality psychological services to all our clients. In order to maintain fairness for both clients and practitioners, we have established the following cancellation and payment policies.

1. Cancellation Policy

We understand that circumstances may arise where you need to cancel or reschedule your appointment. However, cancellations on short notice significantly impact our ability to offer appointments to other clients. Therefore, the following cancellation fees apply:

- **Psychological Therapy Appointments:** Any appointment cancelled with less than **72 hours' notice** will be charged in full.
- **ADHD Assessments:** Any appointment cancelled with less than **7 days' notice** will be charged in full.

2. Payment and Card Information

YCP will securely store card details for all clients using our payment processing provider, Stripe. This includes clients who are self-funded and those funded through insurance. Card details are used for the following purposes:

- **Self-Funded Clients:** In the event of a cancellation within the 72-hour or 7-day window (for therapy and ADHD assessments, respectively), or if payment is not made within **24 hours after a session**, the full session fee plus a **2% card processing fee** will be charged to the card on file.
- **Insurance-Funded Clients:** For clients whose services are funded by insurance, your card details will also be securely stored on Stripe. If your insurer does not cover the full amount of your session, including any excess fees or for missed sessions/late cancellations not covered by your insurer:
 - You will be sent an invoice for the outstanding amount.
 - You will have **7 days** to settle the invoice via bank transfer **with no additional fees**.
 - If payment is not received within the 7-day period, the outstanding balance, plus a **2% card processing fee**, will be charged to the card on file.

3. Notification Before Payment

Before any payment is taken, we will notify you of the outstanding amount and provide the opportunity for you to make the payment via bank transfer. If payment is not received within 7



days, the card on file will be charged automatically for the outstanding balance, including the 2% processing fee.

4. Card Processing Fee

A **2% processing fee** will be applied to all card payments made after a missed session, cancellation, or non-payment within the required timeframes. This fee helps cover the cost of processing transactions through Stripe.

5. Outstanding Payments

If your card payment is declined or you fail to settle the outstanding balance, we may need to suspend future appointments until payment is made in full.

For any questions or concerns regarding this policy, or if you would like to discuss alternative payment arrangements, please contact us at:

Yorkshire Counselling Psychology

contact@yorkshirecounsellingpsychology.co.uk

Last updated: 05/02/2025