



STAT Northern Cancellation Policy

Missed Sessions

We understand that life happens and you might need to miss a scheduled session. However, consistent absence can impact the quality of support we are able to provide. If you miss two or more sessions in one academic term, your access to support will be suspended until the start of the next term.

Giving Notice

If you know you can't make a session, please give us as much notice as possible. If you cancel with more than 24 hours' notice, it won't count as a missed session. Less notice than that, and it will be marked as missed. If a session has to be cancelled by your higher education institution (HEI), it won't count against you.

What Should You Do If You Miss a Session?

- **First Missed Session:** If you miss a session, you'll hear from your support worker. They'll reach out to understand why you missed it and to confirm your future appointments.
- **Second Missed Session:** If it happens again, your support worker will contact you once more to clarify the situation and to make sure everything is okay with your future bookings.

After 2 missed sessions within a term (within 24 hours), your support may be suspended.

We understand the need for ongoing support so please make every effort to attend your sessions or give sufficient notice if you can't.

If the support worker is not notified within the first 15 minutes of the session, this will be deemed as a missed session. If notice is given beforehand, the support worker will wait for up to 45 minutes from the start of the agreed start time.

Definition of an Academic Term

For this policy, the academic year is divided into three terms—Fall (September to December), Spring (January to April), and Summer (May to July/August).

The Importance of Communication

Good communication is key. If you decide you no longer need a particular type of support, please let us know as soon as possible. This will allow us to allocate resources more effectively and provide better support to you and other students.