

Session Management Policy

Counsellor: Lisa

Session Management Policy

This policy outlines the guidelines regarding cancellations, rescheduling, no-shows, holiday periods, and the associated fees that may apply. These terms are designed to ensure that both the counsellor and the client can manage their time effectively and maintain the integrity of the therapeutic process.

1. Cancellation and Rescheduling Policy

Notice Period:

- Cancellations or rescheduling of appointments must be made **at least 24 hours** in advance. This allows us to allocate the time effectively and possibly offer your appointment slot to another client in need.

Late Cancellations:

- If a session is cancelled with less than **24 hours' notice**, a **cancellation fee of £15** will be charged. This helps cover the time reserved for you and is kept to a minimum to reduce the impact on both the client and the counsellor.

No-Shows:

- If you fail to attend a session without notifying the counsellor in advance, the full session fee will be charged. This is because the time slot has been reserved specifically for you, and failing to attend without prior communication means the session cannot be reallocated.

Exceptions to Fees:

- **Emergencies:** If a session is missed or cancelled due to an emergency situation, the cancellation fee may be waived at the discretion of the counsellor, subject to prior communication.

2. Frequent Cancellations or Rescheduling

- Excessive cancellations or rescheduling may disrupt the continuity of care. If a pattern is noticed, it may be addressed in session, and we may discuss the frequency of sessions or other appropriate adjustments to ensure the therapeutic process continues effectively.

3. Holiday Cancellations

- **Client Holidays:** If you are planning a holiday and need to cancel a session, please provide **at least one week's notice** so that your session can be reallocated or rescheduled in advance.
- **Counsellor Holidays:** The counsellor will give advance notice if sessions are impacted by holidays or annual leave. This will be communicated at least one week prior to the session affected, and your session may be rescheduled accordingly.

4. Incurred Fees and Payment Terms

- **Session Fee:** The cost per session is **£40**.
- **Payment Upon Booking:** A **50% deposit of £20** is required at the time of booking to secure the session. The remaining balance of **£20** is due at the time of the session.
- **Late Payment Fees:** If the remaining balance is not paid within **48 hours** of the session, an additional **£15 late payment fee** will be added to the invoice.
- **Block Bookings:** If you choose to book a block of **6 sessions** in advance, a discounted rate of **£220** will apply, with a **50% discount** applied to the last session of the block.

5. Late Arrivals

- If you arrive late for your session, the session will still end at the scheduled time. Therefore, please aim to arrive on time to make the most of each session. Late arrivals may reduce the time available for the session, and no discount or refund will be given in such cases.

6. General Guidelines for Managing Sessions

- **Communication:** All cancellations, rescheduling, and other scheduling concerns must be communicated **via phone or email** at least **24 hours** before your scheduled appointment.
- **Continuity of Care:** Consistency in attending scheduled sessions is important to your therapeutic progress. If frequent cancellations or no-shows occur, we will discuss adjustments to the scheduling or approach to ensure you are receiving the support you need.

By adhering to these policies, we can ensure that our sessions are productive and respectful of each other's time. If you have any questions or concerns about these policies, please feel free to discuss them with your counsellor.

10. Policy Sign-Off

Policy creation date (v1):	10/04/2025
Date of next review (v2):	10/04/2026
Signature:	