



Session Management Policy

Counsellor: Lisa

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 me 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 me 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 my discretion, 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 I 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** — I 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, I will discuss adjustments to the scheduling or approach to ensure you are receiving the support you need.

7. Legislation and Fair Trading Standards

The fees and cancellation terms in this policy are set out in line with:

- **The Consumer Rights Act 2015** — ensuring the services I provide are delivered with reasonable care and skill, and that terms relating to fees and cancellations are fair and transparent.
- **The Consumer Contracts (Information, Cancellation and Additional Charges) Regulations 2013** — governing the information you are entitled to before booking, and your cancellation rights where sessions are booked at a distance (e.g., online or by phone).

By adhering to these policies, I 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 me.

Policy Sign-Off	
Policy version:	2
Version 1 created:	10/04/2025
Version 2 updated:	08/08/2026
Next scheduled review:	08/08/2027
Signed:	