

Djc Counselling

CANCELLATION POLICY

I understand that unforeseen circumstances may arise, and I strive to be flexible and accommodating to your needs. If you need to cancel or reschedule your counselling appointment, please do your best to give me at least 24 hours' notice before your session. This allows me to offer the appointment slot to another person in need of support.

In the event of a late cancellation (less than 24 hours' notice), I reserve the right to charge a cancellation fee equivalent to the cost of the session.

However, I value your commitment to your well-being and understand that emergencies can occur. If you have extenuating circumstances, please contact me as soon as possible, and I will do my best to find a suitable solution. If we can reschedule our appointment to the following week there will be no financial penalty for cancelling due to an emergency.

Should a pattern of recurring 'last-minute' cancellations emerge, we will review our work together and consider solutions that suit both parties.

Should you forget to attend a session or not inform me of an emergency this is classed as a No Show. I charge full payment of my hourly rate for appointments considered a no-show.

In my counselling service, I prioritize building a trusting and supportive relationship with my clients. I genuinely care about your progress and want to ensure that you receive the highest quality of care. I appreciate your understanding and cooperation with my cancellation policy.

If you have any questions or need to make changes to your appointment, please do not hesitate to contact me at info@djccounselling.co.uk or 07359 852889.