



Someone to talk to when you need it most

## **The Harbour Counselling Service** **Client Cancellation Agreement**

Our counselling service is a valuable resource, therefore, we need to operate a cancellation policy. This is to ensure that our resources are made available to as many clients as possible who may be able to benefit.

### **Therapy Sessions**

Session appointments are offered based on the availability of our therapists. When you are offered a Therapy session appointment, you will be asked to confirm acceptance by a specific date. If we do not hear from you by this date, we will assume that you cannot attend, and we will offer the session slot to another client.

Please note that if you make no further contact within 2 weeks, we will need to close your file.

### **Cancellation of Sessions**

- At the first Therapy session the therapist will ask you if you have any booked holidays or planned breaks. Such dates will be honoured, and the sessions allocated to you will not be counted or charged for.
- If you need to cancel a session, please provide us with as much notice as possible. Cancelled or missed sessions will be charged for in full and count as one of the clients allocated 16 sessions, unless they are planned absences discussed at the first session or an urgent medical appointment. In such instances, the missed session will be added to the scheduled end date and where possible, payment schedules revised.
- If you fail to arrive for a session without letting The Harbour know, this will be counted as one of your allocated sessions.
- It is important that you make a commitment where possible to all sessions. If you cancel more than two sessions, you will be offered an opportunity to discuss any difficulties you are having attending, with your therapist.
- We understand that personal and financial circumstances can be subject to change over the course of your sessions. If this is the case, please discuss this with your therapist.
- If a decision is made to close your file, you can still use the service in the future, if you feel that it would be of benefit, and if you can commit to regular attendance. However, once your file is closed, you will need to be reassessed if you wish to use the The Harbour's services in the future.
- If a decision is made to finish your sessions early, either by yourself or by mutual agreement, with your therapist, then your scheduled future payments will be cancelled.
- Your therapist will let you know in advance about any planned absences. In the event of any unplanned absences, either the therapist or the admin team will let you know as promptly as possible. In the event of your therapist being absent, these sessions will not be charged for. Your scheduled payments will be cancelled for the period that the therapist is absent.