**Cancellation Policy**

We require **reasonable** notice to **cancel** or **change** your appointment time. You will receive a text message approximately 24 hours prior to your appointment time; in the text there is a request to **reply ‘Yes’ or call to reschedule before 5pm the day of the text.**

1. If you accept an appointment by texting ‘yes’ and do not attend the appointed session you may be required to pay for the missed session before further appointments will be made available to you. The decision re payment, and level of payment, is at the discretion of your psychologist.
2. If you **miss 2 appointments** by non-attendance without reasonable notification further appointments will not be made available to you and you may have to change your mental health care plan to another psychologist.
3. If you are on a court order to attend sessions and **you do not appear** for your session, then a letter stating missed appointments will be forwarded to the appropriate officials and further appointments will not be made available to you.

**Impact of Missing Your Appointment.**

We understand that at times you may be unable to make it due to sudden illness or an emergency. If this happens, we request that you contact us as soon as possible to make another appointment. Missing an appointment can have a negative impact on your wellness by delaying your therapy progress.

As we have a waiting list for appointments, you have also affected someone else’s progress, as they could have been seen in your place. Each session is planned by your psychologist. This results in lost time for you and lost time and cost for the therapist, if you do not attend your appointment.

**Ultimately, your progress is affected**.

Any concerns should be discussed with your therapist or referring doctor.

We are here to help you.

Please sign that you have read the above conditions of your treatment with us.

Name:

Signed:

Dated: