



Connections

Cancellation policy

Cancellations

We ask for a 24-hour notice cancellation. If you cancel an appointment over 24-hours in advance, we will simply arrange your next session. If you cancel after that, or if you cannot attend, your counsellor may wish to discuss this with you at your next appointment. In the event of a cancellation without notice, we will attempt to contact you to see if you are alright and if you wish to reschedule for another time. If we cannot get hold of you after three attempts, we will contact your emergency contact.

In-person appointments

As we book appointments at specific times, we could not see you if you arrive outside of the agreed times. So, if you arrive early, we ask you to wait until your appointment time. Similarly, if you arrive late, we cannot extend the session to compensate. If you are over 15 minutes late and have not contacted us, we will assume you are not coming and will consider that cancellation without notice.

Online/telephone appointments

Where we are to meet online or by telephone, we will call you (unless we agreed on something different) when the session is due to start. If the call is unanswered, we will try again a few moments later. If the second attempt fails, we would ask you to contact us when you can take the call, but the session will still run from the scheduled time. If you have not contacted us within 15 minutes of the scheduled start, we also consider that cancellation without notice. Should our online system fail, we will attempt to contact you by telephone. Should this not work, we will reschedule that appointment.

Exceptional circumstances

We recognise that emergencies happen, and we will be accommodating in such circumstances. If an emergency prevented you from attending, and from letting us know, we will attempt to contact you to see if you are alright and if you wish to reschedule for another time. If we cannot get hold of you after three attempts, we will contact your emergency contact.

Should you repeatedly make and cancel appointments, or cancellations without notice, we will attempt to discuss this with you and you might be removed from our current appointments, losing your counselling sessions. We will discuss this with you and it is likely that you will be put to the end of the waiting list until another suitable time to try to reengage in our services.

If we cancel

Occasionally, circumstances might prevent us from delivering a session as agreed. We will give you as much notice as possible if this happens and confirm the next appointment.

Any questions?

If you have questions or queries about our cancellation policies,

please call us on: 07599220895

or email: ian@connections counselling.co.uk

We would appreciate your feedback

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Author:	Ian Nicholson-Kapasi
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