

JC Therapy
Cancellation Policy



Commitment to Your Appointments

At JC Therapy, I understand that unexpected circumstances can arise, and I aim to be as flexible and supportive as possible. If you need to cancel or rearrange your appointment, I kindly ask that you provide at least **24 hours' notice** wherever possible. Providing sufficient notice allows me to offer your appointment to another client who may be waiting for support.

Cancellations

If you cancel your appointment with **less than 24 hours' notice**, I reserve the right to charge the full fee for the missed session.

I appreciate that genuine emergencies and unforeseen events do occur. If exceptional circumstances prevent you from attending, please contact me as soon as you are able. Where appropriate, and at my discretion, I may waive the cancellation fee or offer an alternative appointment. Where a session is cancelled due to an emergency and can be rescheduled within the following week, no cancellation fee will normally be charged.

Missed Appointments (No Shows)

If you do not attend your scheduled appointment and have not contacted me beforehand, this will be treated as a **No Show**. No Show appointments are charged at **100% of the agreed session fee**, as the appointment time has been reserved exclusively for you and cannot usually be offered to another client at short notice.

Repeated Late Cancellations

If a pattern of repeated late cancellations or missed appointments develops, I will discuss this with you during our work together. We will explore any difficulties that may be affecting attendance and consider whether any adjustments can be made to support the therapeutic process while also respecting the commitments of the practice.

My Commitment to You

The therapeutic relationship is built on mutual respect, trust, and reliability. Keeping regular appointments helps to maintain continuity and supports the effectiveness of counselling.

I appreciate your understanding of this policy, which enables me to provide a consistent and accessible service to all clients.

Contact

If you need to cancel or rearrange an appointment, or if you have any questions about this policy, please contact me at jc.therapylb@outlook.com or 07503464552.