

CANCELLATION POLICY

At the Talking Therapies Centre, we do understand that there are occasions when an appointment may need to be cancelled. As all our therapists are employed, we do have to charge a cancellation fee to cover clinic costs and wages (*for any reason including Covid*) and hope that you understand this. Please find our cancellation policy terms and conditions below and read them through carefully.

Cancellation Period

We require a minimum of 48 hours advance notice should you wish to cancel your scheduled appointment with any of our therapists. We request 48 hours' notice to be able to offer consultations and therapy to those people who are currently waiting on the clinic waiting list. If more than 2 cancellations are made your therapist will invite you for a review to discuss.

Cancellation Fee

Should you need to cancel within less than 48 hours a £25 fee will be payable via an email invoice. This fee is required to be paid prior to booking your next appointment. If a cancelled appointment is re-arranged within the same week then no charge is applied.

Non-Attendance

Should you fail to attend your appointment without giving any prior notice then the full session fee will be payable via an email invoice. Our therapists will be in their therapy room waiting for you to show, we appreciate your understanding in this matter.

THANK YOU FOR YOUR UNDERSTANDING FROM ALL THE TALKING THERAPIES TEAM

