Cancellation Policy

## **1.0 Purpose**

This policy outlines Mind The Way Psychotherapy and Counselling (MTW) processes that will be followed when a client does not show for their appointment, or if the client does not cancel their appointment with correct notice.

## **2.0 Scope**

This policy applies to all staff and clients of MTW.

## **3.0 Policy statement**

To ensure you get the most out of your therapy at MTW, and since scheduling an appointment involves the reservation of time set aside especially for you, a minimum notice of **two full business days**^ is required for rescheduling or cancelling any of your appointments. If you have an appointment scheduled and find yourself in a situation where you are unable to attend in-person, you can enquire about options to meet online or over the phone instead. We ask for a minimum two full business days for the following reasons:

* Ensures availability for others: this helps manage the schedule efficiently, ensuring that appointment slots can be offered to other clients who may be in need of timely support.
* Encourages commitment: clients are encouraged to commit to their scheduled sessions, which can contribute to more consistent progress and therapeutic outcomes.
* Respects the therapist's time: it acknowledges and respects the therapist's time and preparation for each session, helping maintain a sustainable practice and ensuring that the therapist can continue to provide high-quality care to all clients.

If for any reason an appointment is rescheduled or cancelled less than two full business days prior, then 50% of the session fee will be charged. If you do not show for your appointment, the full fee will be charged.

*^Two full business days does not include weekends or public holidays.*

## **4.0 Roles and responsibilities**

The following table outlines the responsibility of all involved parties:

|  |  |
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| **ROLE** | **RESPONSIBILITY** |
| Client | When an appointment is scheduled, whether the client attends or not, they will be responsible for the payment of that appointment. To avoid paying for an appointment that cannot be attended, clients must give a minimum of two full business days’ notice. |
| MTW Practice Manager | MTW Practice Manager is responsible for sending appointment reminders, liaising with clients about rescheduling appointments or switching to either online or telephone options, and for following up any session fees where required. |
| MTW Therapist | MTW Therapists are responsible for ensuring clients are aware of the Cancellation Policy. They are responsible for ensuring the policy is included on the MTW website and provided (either in print or verbally) during intake and at the clients first appointment. |

| **DOCUMENT** | **DESCRIPTION** |
| --- | --- |
| Booking and Session Fee Policy | Describes the requirement to take clients’ credit card details, even if a third-party funder will be paying for sessions. Reiterates MTW cancellation conditions. |
| Longer Booking and Session Fee Policy | Describes the fee and cancellation conditions associated with longer session bookings. |
| Informed Consent Policy | Describes MTW’s intention to ensure everyone can provide informed consent. |
| Client Intake Form | A form that is required from all clients prior to their first session. It outlines MTW’s Privacy and Payment policies and asks for the clients consent to counselling and fees. |

## **5.0 Related documents**

## **6.0 Review**

| **FREQUENCY** | **RESPONSIBILTY** | **REVIEW DATE** |
| --- | --- | --- |
| Annually | MTW Director and Practice Manager | March 2024 |