



Cancellation Policy

Introduction:

At Symphysis, we understand that unexpected situations may arise that require you to reschedule or cancel your therapy session. To ensure a smooth and fair process for both our clients and therapists, we have established the following cancellation policy:

Cancellation Notice:

Clients are required to provide a minimum of 48 hours' notice for any appointment cancellation or rescheduling. This allows us to offer the time slot to another client in need.

Cancellation Fee:

Failure to provide at least 48 hours' notice for cancellation or rescheduling will result in a cancellation fee equal to the cost of the scheduled session.

Exceptional Circumstances:

We understand that there may be exceptional circumstances that prevent you from giving 48 hours' notice. In such cases, the therapist will assess the situation and may waive the cancellation fee. Exceptional circumstances are defined by the therapist and may include emergencies, sudden illness, or other unforeseen events.

Communication:

If you find yourself in a situation where you need to cancel or reschedule your appointment, please contact your therapist/office as soon as possible to discuss your situation and explore possible options.

Repeated Cancellations:

Clients who repeatedly cancel or reschedule appointments may be subject to further discussion with their therapist regarding the continuity of their therapy.

No-Show Policy:

If a client fails to attend a scheduled session without providing any notice, the full session fee will be charged.

We value your commitment to your therapeutic journey, and we appreciate your cooperation with our cancellation policy. Please feel free to reach out to your therapist if you have any questions or concerns regarding this policy.

If you have any questions or queries regarding this policy and procedure, please speak to Lee Smith- his contact details can be found on the organisations website.