



Refund Policy

The Initial Appointment Fee

Wherever possible we want to refund your initial appointment fee if you are unable to have your session or have changed your mind.

If you are unable to make your initial appointment please contact the office so we can either rebook you in for different time or refund your fee.

If you have not cancelled within 24 hours of your appointment or fail to attend the appointment, we are unable to refund your session. This is because we are unable to reuse your space at such short notice.

Session Donations

If you have paid up front for a counselling session, this donation can be used for your next session or refunded back. However if you have not cancelled the appointment within 24 hours or failed to turn up for your session we cannot make a refund.

If you have paid for a block of sessions up front are unable to continue your counselling, we will refund any sessions that have not been attended and been cancelled within 24 hours of the session.