



SonaS Counselling

Striving for Happiness

By using Sonas Counselling, you are agreeing to our cancellation policy below:

Cancellation and Rescheduling:

We understand that on occasion's illness and incidents interfere with our intended schedules and appointments. However, for optimal treatment outcomes it is important to try to adhere to the recommended schedule for counselling appointments. Intermittent and frequently cancelled and rescheduled appointments are not conducive to developing a therapeutic relationship or desired progress.

24 hours' notice is required for cancellation and rescheduling.

A \$50 fee applies for all appointments cancelled/rescheduled under the 24 hours' notice unless unavoidable.

Late Arrival for Appointment:

If you are running late for an appointment please try to phone ahead to let us know. Consultation will commence on your arrival and **finish at the original scheduled time** to ensure other clients are not inconvenienced. Full standard fee applies.

Charging a late cancellation fee enables Sonas Counselling to maintain a professional practice.