

YVONNE NEWBURY COUNSELLING

Cancellation Policy

I understand that unforeseen circumstances may arise, and I strive to be flexible and accommodating to your needs. I require a minimum of 48 hours notice regarding cancellation of a session.

In the event of a late cancellation (less than 48 hours' notice), I reserve the right to charge a cancellation fee equivalent to the cost of the session.

However, I value your commitment to your well-being and understand that emergencies can occur. If you have extenuating circumstances, please contact me as soon as possible, and I will do my best to find a suitable solution. I will try and provide an alternative time for that week. If we cannot find a mutually convenient time I will charge a cancellation fee.

Should a pattern of recurring 'last-minute' cancellations emerge, we will review our work together and consider solutions that suit both parties.

Should you forget to attend a session or not inform me of an emergency this is classed as a No Show. I charge full payment of my hourly rate for appointments considered a no-show.

In my counselling service, I prioritize building a trusting and supportive relationship with my clients. I genuinely care about your progress and want to ensure that you receive the highest quality of care. I appreciate your understanding and cooperation with my cancellation policy.

If you have any questions or need to make changes to your appointment, please don't hesitate to contact me.