



Professional Counselling

RelationshipConnect.Org

Terms & Conditions

Booking and cancellation fees for Relationship Connect Pty Ltd

To be able to deliver a high service standard we do require all sessions to be paid at the time of booking.

We will always endeavor to accommodate for changed circumstance however please note the following cancellation policy.

For any cancelled sessions, a fee may be charged as per below:

- No show – no refund
- Cancellation at least 48 hours prior appointment – full refund less \$15 admin fee
- Cancellation less than 48 hours prior appointment - no refund
- Package offers (multiple sessions) must be used up within 6 months form date of purchase – no refund
- One reschedule allowed per booked appointment
- In the case of booked Counsellor's unavailability, another equally suitable Counsellor will deliver the session or can reschedule appointment with original Counsellor for a later date – No penalties applicable

We reserve the right to update this schedule any time without a notice.

We hope you are considerate and appreciate our time as we value yours.

Warmest regards,

Relationship Connect Counselling and Psychotherapy