



CANCELLATION POLICY & PACKAGE INFORMATION FOR RELATIONSHIP CONNECT COUNSELLING & PSYCHOTHERAPY CLINIC:

CANCELLATION POLICY:

We understand that circumstances may arise that necessitate changes to your appointments. While we strive to accommodate such changes, we have implemented the following cancellation policy to ensure the smooth operation of our services:

1. **No Show:** In the event of a no-show, no refund will be provided.
2. **Cancellation 24 Hours Before Appointment:** If you cancel your appointment at least 24 hours in advance, you are eligible for a refund minus a \$25 administration fee.
3. **Cancellation Less Than 48 Hours Before Appointment:** Cancellations made less than 48 hours before the scheduled appointment will not be eligible for a refund.
4. **Rescheduling:** Each booking allows for one reschedule. Please get in touch with us to confirm your circumstances and reschedule your appointment accordingly.
5. **Counsellor Unavailability:** If your booked counsellor is unavailable, another experienced counsellor could deliver the session, or you can reschedule for a later date that suits you.



PACKAGE INFORMATION:

At Relationship Connect Counselling & Psychotherapy Clinic, we understand the importance of continuity and convenience in your therapeutic journey. That's why we offer packages designed to provide ongoing support and insurance, ensuring you have dedicated time and a counsellor booked to accompany you on your path to well-being. Please take a moment to review the following details about our packages.

1. **Booking:** When purchasing a package, you'll be able to book the first appointment. We recommend you book the remaining sessions at the end of your first session with your counsellor.
2. **Transfer of Sessions:** If needed, you can transfer your package sessions to another counsellor within the clinic, ensuring flexibility and support throughout your journey.
3. **Package Duration:** Sessions within a package must be utilised within six months from the date of purchase.
4. **Confirmation Emails:** When each session is booked, you will receive automatic confirmation from our booking system via email. Please check the notes section for information regarding how many sessions you have used.
5. **Refund Policy:** No refunds for unused sessions within the package will be provided.
6. **Completion of Package:** Please get in touch with us if you need to continue beyond the package's end date.

Our cancellation policy and package information are designed to ensure fairness, consistency, and flexibility while accommodating your needs. Should you have any questions or concerns regarding our policy, please get in touch with us. Thank you for entrusting Relationship Connect Counselling & Psychotherapy Clinic with your care.