

Cancellation and Rescheduling Policy



Client Name	
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1. **Introduction**

1.1. Sleek Therapy UK (the Organisation) is a private practice organisation run for the following purpose:

Provide holistic therapeutic intervention for children and young people/ parental mental health through one-to-one therapeutic sessions and/or one-to-one or group mental health programmes

1.2. The Organisation usually runs business from the client's school (aged seventeen and under) or virtually (over eighteen) from the therapist's home based in Wolverhampton, West Midlands, United Kingdom

2. **Purpose of the Policy**

2.1. To outline the requirements to cancel or reschedule an appointment and to provide information on the procedure for cancelling or rescheduling an appointment

2.2. My goal is to provide quality psychological care to all my clients in a timely manner. No-shows, late arrivals, and cancellations inconvenience not only my providers, but other clients as well.

3. **Cancelling an Appointment**

3.1. When you book your appointment, you are holding a space in my calendar that is no longer available to other clients. To be respectful of your fellow clients, please contact Samantha Leek on 07536186160 or email sam@sleektherapy.co.uk as soon as you know you will not be able to make your appointment.

3.2. If cancellation is necessary, I require you to contact me at least 24 hours in advance of your appointment. Appointments are in high demand, and your advanced notice will allow another client access to that appointment time.

3.2.1. If you cancel with at least 24hours written notice of your appointment, then you are entitled to 100% refund.

3.2.2. If you with less than 24hours notice, then you are entitled to 0% refund.

3.3. **How to cancel your appointment**

3.3.1. If you need to cancel, please contact Samantha Leek on 07536186160 or email sam@sleektherapy.co.uk as soon as you know you will not be able to make your appointment.

3.3.2. If I do not answer your call, you may leave a detailed voicemail message and I will return your call as soon as possible

Chartered Psychologist (CPsychol)
Membership No.: 407467
Member of National Council of Psychotherapy (MNCP) [Registered]
Membership No: 361824



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4. Late Cancellations/No-Shows

- 4.1. A cancellation is considered late when the appointment is cancelled less than 24hours before the appointed time.
- 4.2. A no-show is when a client misses an appointment without cancelling.
- 4.3. In either case, you will be liable to pay the full fee of the appointment

5. Rescheduling your appointment

- 5.1. If you need to reschedule, you must do so within 48hours of your appointment
- 5.2. Please contact Samantha Leek on 07536186160 or email sam@sleektherapy.co.uk as soon as you know you will not be able to make your appointment.
- 5.3. If I do not answer your call, you may leave a detailed voicemail message and I will return your call as soon as possible

6. Late Payments

- 6.1. A payment is considered late, where it has not been paid in full by 48hours prior to your appointment
- 6.2. A late fee of £20 is applicable to each appointment that is paid late
- 6.3. See payment policy for more details

I can confirm I have read all the above statements and understand my role and responsibility with cancelling or rescheduling an appointment

Client Signature	Date
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This Policy is approved and robustly endorsed by SLEEK THERAPY UK and is due for review every two years.

S. Leek

SAMANTHA LEEK (Founder & Principal Therapist) | Date: 16th November 2021

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