



## Cancellation Policy - 2025

At Phoenix Psychology Collective, we strive to provide high-quality educational psychology services and maintain flexibility for our clients. To ensure fairness and the best use of our time and resources, we have established the following cancellation policy.

### *1. Appointment Cancellations and Rescheduling*

- **Notice Requirement:** We require a minimum of **24 hours' notice** for cancellations or rescheduling of appointments.
- **Late Cancellations:** Appointments cancelled with less than 24 hours' notice will be subject to a **[50% or full session fee]** charge.
- **No-Shows:** If you miss your appointment without prior notice, you will be charged the **full session fee**.

### *2. Emergency Cancellations*

- We understand that emergencies and unforeseen circumstances may arise. In the event of a genuine emergency (e.g., illness, accident), please contact us as soon as possible. Exceptions to the cancellation fee may be made at our discretion; this may require evidence of the emergency to be provided (e.g. police ref number, etc.)

### *3. Group or Workshop Cancellations*

- For group sessions, workshops, or assessments, we require at least **48 hours' notice** for cancellations or rescheduling.
- Cancellations made within 48 hours of the event will result in a **non-refundable deposit** or **50% of the total fee** being charged.

### *4. Late Arrivals*

- If you arrive late to your session, the appointment will still end at the scheduled time, and the **full session fee** will apply.

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- If you are more than **15 minutes late**, we may need to reschedule, and the session will be considered a late cancellation.

### ***5. Refunds and Prepaid Sessions***

- Prepaid sessions that are cancelled with sufficient notice (per the policy) will be fully credited or refunded.
- Missed or late-cancelled prepaid sessions will be deducted from your package without refund.

### ***6. How to Cancel or Reschedule***

- You can cancel or reschedule by:
  - Calling us at **[Phone Number]**
  - Emailing us at **[Email Address]**
  - Using our online booking system (if applicable)

### ***7. Policy Acknowledgment***

By scheduling an appointment with Phoenix Psychology Collective, you acknowledge and agree to this cancellation policy.

**Last updated: March 2025**