**Appointment Procedure**

**Overview**
This document outlines the appointment procedures for *Counselling With Grace*, ensuring a smooth and professional experience for all clients. It covers booking methods, session details, cancellation and rescheduling policies, communication expectations, and confidentiality measures. Clients are encouraged to review these policies to understand their responsibilities and avoid potential fees for missed or late cancellations.

### **1. Booking Appointments**

Clients can book appointments with Counselling With Grace through:

* **Email**
* **WhatsApp**
* **Verbal arrangement** at the end of a session

### **2. Appointment Details**

* **Reminders:** Clients can receive appointment reminders via email. To opt out, they must request this in writing and allow up to one week for processing.
* **Introductory Sessions:** Up to **30 minutes** (extra time may incur additional charges).
* **Counselling Sessions:** Up to **one hour**, with **50 minutes** of therapeutic work. Fees apply (see Payment Procedure for details).

### **3. Late Arrivals**

* Sessions will begin at the scheduled time, even if a client arrives late.
* Late arrivals will not extend beyond the original session end time.
* If a client is more than **15 minutes late**, the session may be considered a missed appointment, and the full session fee will be charged.

### **4. Rescheduling Policy**

* Clients may reschedule an appointment without incurring a fee if they provide at least **48 hours' notice**.
* Requests to reschedule within **24-48 hours** of the appointment may incur a partial fee at the discretion of Counselling With Grace.
* Rescheduling within **24 hours** is considered a late cancellation and will be subject to cancellation fees.

### **5. Cancellations & Fees**

To ensure efficient scheduling and business sustainability, clients must provide as much notice as possible when cancelling appointments.

**Late cancellation fees apply as follows:**

* **Face-to-Face Appointments**
	+ Less than **48 hours’ notice**: £25.00
	+ Less than **24 hours’ notice**: £45.00
* **Remote Appointments**
	+ Less than **48 hours’ notice**: £20.00
	+ Less than **24 hours’ notice**: £40.00

To book a new session after a late cancellation, the cancellation fee must be paid. Failure to pay may result in the cancellation of future sessions until full payment is received.

If Counselling With Grace cancels an appointment, clients may:

1. Transfer the paid fee to a future session
2. Request a full refund in writing (see Payment Procedure for details)

### **6. Communication Expectations**

* Clients are encouraged to communicate all appointment-related matters via **email** or **WhatsApp**.
* Response time for appointment requests, cancellations, and rescheduling is typically within **24 hours**.
* Urgent matters should be communicated as soon as possible to allow for appropriate arrangements.

### **7. Confidentiality & Data Protection**

* All client information, including appointment details, is stored securely and handled in compliance with **data protection laws**.
* Personal details will not be shared without the client’s written consent, except in cases required by law.

### **8. Non-Attendance Policy**

* Clients who **fail to attend** a session without notice (or provide less than one hour’s notice) will be charged the **full session fee**.
* A new session will not be scheduled until the missed appointment fee is paid.
* **Two consecutive no-shows** or **frequent absences** may result in termination of services.

### **9. Therapist Cancellations & Unavailability**

* If Counselling With Grace must cancel a session due to unforeseen circumstances, clients will be notified as soon as possible.
* Clients may choose to:
	1. Reschedule the session at no additional cost.
	2. Receive a full refund if payment has already been made.
* If a therapist is unavailable for an extended period, clients will be given the option to be referred to another qualified professional.