

Rutland Therapists

RT002 – Cancellation and Payment Policy

Policy Name: RT002 – Cancellation and Payment Policy

Policy Owner: Rutland Therapists

Written and Agreed: August 2026

Review Date: August 2027

1. Purpose

Rutland Therapists aims to provide clear and transparent information about counselling fees, payment arrangements, cancellations and missed appointments.

This policy ensures that clients understand the financial arrangements associated with their therapy before commencing sessions.

2. Session Fees

The agreed fee for each counselling session is **£55**.

The standard counselling session is **50 minutes**.

Any different fee or session arrangement will be agreed between the therapist and client in advance.

Each therapist working with Rutland Therapists is responsible for managing payments relating to their own clients.

3. Payment

Payment is required **in advance of each session** and should be made no later than **24 hours before the appointment**, unless otherwise agreed with the therapist.

Payment should be made using the payment method agreed between the therapist and client.

If payment has not been received before the session, the therapist reserves the right to postpone or cancel the appointment until payment has been made.

Where there are exceptional circumstances affecting payment, clients are encouraged to discuss these with their therapist as soon as possible.

4. Cancellation by the Client

We understand that there may be occasions when clients need to change or cancel an appointment.

Clients are asked to provide at least **48 hours' notice** if they are unable to attend a scheduled session.

Where at least 48 hours' notice is provided, any payment already made can be transferred to the rearranged session or refunded, as agreed with the therapist.

Where less than 48 hours' notice is provided, the **full session fee of £55 will normally remain payable**.

The therapist may use their discretion where there are exceptional or unavoidable circumstances.

5. Missed Appointments

Where a client does not attend a scheduled appointment and has not provided notice, the session will be treated as a missed appointment and the **full session fee of £55 will normally remain payable**.

Where payment has already been made, this will not normally be refunded or transferred to another session.

Repeated missed appointments or late cancellations may be discussed with the client to consider whether the current therapy arrangements remain appropriate.

6. Late Arrival

Clients are encouraged to arrive or be ready for their appointment at the agreed time.

If a client arrives late, the session will normally still finish at the originally agreed time, as the therapist may have another client or commitment immediately afterwards.

The full session fee will remain payable.

Where a client is significantly late and contact cannot be established, the appointment may be treated as a missed session.

7. Cancellation by the Therapist

There may occasionally be circumstances in which a therapist needs to cancel or rearrange a session, for example due to illness or an emergency.

The therapist will provide as much notice as reasonably possible.

Where Rutland Therapists cancels a session, the client will **not be charged**.

Any payment already made for that session will be transferred to a rearranged appointment or refunded, according to the client's preference.

8. Planned Breaks and Holidays

Where possible, therapists will provide clients with reasonable notice of planned holidays or other periods when they will be unavailable.

Clients will not be charged for sessions that do not take place because of a therapist's planned absence.

9. Changes to Fees

Any proposed change to counselling fees will be communicated and discussed with clients in advance.

Clients will be given reasonable notice before a new fee takes effect.

No change to the session fee will be applied retrospectively.

10. Ending Therapy

Clients are free to end therapy at any time.

Where possible, clients are encouraged to discuss ending therapy with their therapist so that the work can be brought to an appropriate and considered conclusion.

Any outstanding fees for sessions already provided or late-cancelled/missed appointments remain payable in accordance with this policy.

11. Individual Responsibility

Each therapist working with Rutland Therapists is responsible for:

- clearly communicating their payment details to their clients;
- maintaining appropriate records of payments received;
- managing cancellations and refunds relating to their clients;
- ensuring appropriate confidentiality and security of financial information; and
- complying with relevant professional, financial and data protection requirements.

12. Review

This policy will be reviewed annually, or sooner if there is a significant change to fees, payment arrangements or the way in which Rutland Therapists provides its services.

Related Documents

- Client Counselling Contract
- RT003 – Confidentiality Policy
- Privacy Notice / Data Protection Information

Policy Agreement

We confirm that we have read, understood and agree to follow **RT002 – Cancellation and Payment Policy**.

Name: _____

Signature: _____ Date: _____

Name: _____

Signature: _____ Date: _____

Name: _____

Signature: _____ Date: _____