



## Cancellation, Payment & Late Arrival Policy

Thank you for choosing Immerse Counselling. To keep our service reliable, fair, and consistent for all clients, please read and agree to the following policy before booking.

This policy is in place to protect both your time and mine, and to help keep the schedule running smoothly for everyone.

### 1. Payment at Booking

- All sessions must be paid in full at the time of booking via bank transfer.
- Payment secures your appointment time. Your booking is not confirmed until funds are received.

### 2. Cancellation & Rescheduling

- **More than 48 hours' notice:** No fee. Your funds remain on your client file and can be applied to a rescheduled appointment.
- **Between 24–48 hours' notice:** 50% of the session fee is charged. The remaining 50% stays on your client file for a rescheduled appointment.
- **Less than 24 hours' notice or no-show:** 100% of the session fee is charged. Funds cannot be transferred to another appointment.

*I understand that life happens — genuine emergencies (illness, accident, crisis) will be considered individually. Please notify us as soon as possible.*

### 3. Late Arrival

- If you are running late, please contact me as soon as possible.
- Sessions **cannot be extended** due to late arrival; your appointment will **end at the scheduled time**.
- This ensures that all clients receive the full session they booked, maintains reliability, and protects everyone's scheduled time.

### 4. Rescheduling Process

- To reschedule within the allowed timeframe, please contact us directly.
- Funds held on file must be used within **3 months** of the original booking.

### 5. Third-Party Funding

- If you are claiming through a third party (health fund, etc.), please note that most providers do **not** cover late cancellation or no-show fees. These remain the responsibility of the client.

### 6. Enforcement

- Outstanding balances must be settled before any future bookings are accepted.