



CLIENT CANCELLATION POLICY

We respect that your time is valuable and we appreciate that you understand ours is too.

We have a 24 hour cancellation policy. Any cancellations that occur 24 hours or more before the scheduled time are able to be re-booked at no additional cost to the client.

Any cancellations that occur within the 24 hour period will result in a cancelled booking fee being applied (which will be equal to the value of the consultation fee for that booking which had been made and subsequently cancelled).

Clients who make a booking and subsequently fail to present for their designated appointment (and have not cancelled their appointment), may result in a cancelled booking fee being applied (which will be equal to the value of the consultation fee for that booking which had been made and subsequently cancelled).

Connect Psych does not issue refunds for cancelled appointments.