



*MB Therapy*  
Person-Centred Counselling

Payments

## **Payment Terms, Cancellations and Refunds Policy**

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## Introduction

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This policy sets out the terms relating to fees, payment, cancellations, and refunds for counselling services. It is designed to ensure clarity, fairness, and transparency for both clients and the practitioner.

## Scope

This policy applies to all counselling sessions conducted through:

- Video conferencing platforms (e.g., Zoom, Microsoft Teams, etc.)
- Telephone or mobile phone
- Any other online communication method agreed upon
- In-Person based therapy

## Fees and Payment Terms

- Counselling sessions are charged at the agreed fee at the time of booking.
- Payment is required **in advance of each session**, unless otherwise agreed in writing.
- Sessions may be paid for individually or as part of a block booking, where offered.
- Payment methods and payment deadlines will be confirmed at the time of booking.
- Sessions will not normally take place unless payment has been received.

## Late or Missed Payments

- If payment has not been received prior to the session, the session may be cancelled or postponed.
- Ongoing non-payment may result in counselling being paused or ended.

## Cancellations

- Clients may cancel a session **up to 24 hours before** the scheduled session time **without losing their session fee**.
- Where sufficient notice is given, the session fee will be **transferred to the client's next session**.
- Cancellations made **within 24 hours** of the session time will result in the **loss of the full session fee**.
- Failure to attend a session without notice will be treated as a late cancellation and charged in full.

## Rescheduling

- Clients may reschedule a session **up to 12 hours before** the scheduled session time without losing their session fee.
- Any request to reschedule made **within 12 hours** of the session time will be treated as a late cancellation, and the session fee will be forfeited.

## Refunds

- Session fees are **non-refundable** once a session has taken place.
- Fees for cancelled sessions are not refunded but may be transferred in line with the cancellation policy above.
- Refunds for unused sessions within block bookings are not routinely offered, except in exceptional circumstances.

## Extenuating Circumstances

- Genuine emergencies or unforeseen circumstances will be considered on a **case-by-case basis**.
- Clients must make contact **as soon as possible** via email or telephone to discuss the situation.
- Any discretion applied does not set a precedent for future cancellations or refunds.

## Therapist-Initiated Cancellations

- If the practitioner needs to cancel a session, clients will be offered the choice of a **full refund** or **transfer of the fee to a future session**.

## Agreement to This Policy

- By booking and attending counselling sessions, clients confirm that they have read, understood, and agreed to this Payment Terms, Cancellations and Refunds Policy.

## Questions or Concerns

If you have any questions about this policy, please contact me using the details provided on my website.