



## **Cancellation & Attendance Policy**

### Private Client Cancellation & Attendance Policy

At [Preziosa Therapia](#), appointments are reserved specifically for you. This policy helps ensure fairness, consistency and the effective management of therapeutic time and availability.

### Booking & Payment

Appointments are booked in advance and may require payment prior to the session, depending on the service agreed.

By confirming and booking an appointment, clients agree to this Cancellation & Attendance Policy.

### **Client Cancellation**

If you need to cancel or rearrange your appointment:

- A minimum of 48 hours' notice is required wherever possible
- Appointments cancelled with more than 48 hours' notice may be rearranged subject to availability
- Appointments cancelled with less than 48 hours' notice will be charged in full

This includes cancellations due to illness, work commitments, childcare issues, transport difficulties or forgotten appointments.

### **Non-Attendance**

If you do not attend your appointment and no notice has been provided:

- The full session fee remains payable
- The session will not usually be rearranged or refunded

### **Late Arrival**

Sessions will begin and end at the agreed scheduled time.

If you arrive late:

- The session will still end at the planned time
- If you are more than 10 minutes late the session cannot be completed and the full session fee will still apply

This is to ensure fairness to all clients and maintain professional scheduling boundaries.

### **Practitioner Cancellation**

If Preziosa Therapia needs to cancel a session due to illness, emergency or unforeseen circumstances:

- The appointment will be rearranged at no additional cost
- Or refunded where rearrangement is not possible

### **Ongoing Sessions & Ending Support**

Clients are free to end therapy at any time. Wherever possible, it is encouraged that endings are discussed within sessions to support safe and appropriate closure.

Preziosa Therapia reserves the right to pause or end therapeutic work where:

- Sessions are repeatedly missed
- Boundaries are repeatedly breached
- The service is no longer clinically appropriate
- Specialist or alternative support is required
- Safety or safeguarding concerns arise

Where appropriate, alternative signposting or onward support options may be discussed.

### **Accessibility & Inclusion**

Preziosa Therapia is committed to providing inclusive, trauma-informed, neuroaffirming and anti-oppressive support. Reasonable adjustments and accessible communication methods will be considered wherever possible.

### **Review**

This policy will be reviewed no later than May 2029