## Cancellation policy



*…metaphorically speaking* has a 24 hour cancellation policy for all counselling sessions, both face-to-face and on-line. This allows us sufficient time to contact clients that may be on our waiting list, to offer a cancelled appointment timeslot.

Cancellations with less than 24hrs notice prior to appointments or failing to show at an appointment will attract a $50 cancellation fee.

There may be times when clients are unable to attend an appointment due to unexpected illness or emergency. Where this happens, clients are advised to discuss these special circumstances with the counsellor, to be considered for a waiving of the fee.

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