



Late Arrival Policy

5.1 Client Lateness: If a client arrives late for a scheduled appointment, the session will still conclude at its original, pre-booked time. This ensures that subsequent clients are not delayed.

5.2 Session Fees: Because the time block was reserved exclusively for the client, the full session fee remains applicable, even if the actual face-to-face contact time was shortened.

5.3 Extended Delays: If a client is delayed by more than 15 minutes without providing notification, the session will be considered a "No-Show," the slot will be vacated, and the full cancellation fee will apply under Section 4.2.

Therapist Lateness: If I am running late due to unforeseen circumstances, the client will receive their full allocated treatment time, or the missed duration will be credited pro-rata to their next session booking.

Last reviewed: 25.05.2026