

At **Blue Serenity Therapy**, I am committed to providing consistent, respectful, and effective care. In return, I ask for your cooperation in attending scheduled sessions or cancelling in a timely manner.

24-Hour Notice Requirement

If you need to cancel or reschedule our session, please notify me at least 24 hours in advance via email.

Late Cancellations and No-Shows

If you need to cancel or reschedule our session, please notify me at least 24 hours in advance via email. This policy applies to sessions scheduled on weekdays, weekends, or any public holidays.

- ◆ Cancellations made **less than 24 hours in advance** will be charged the **full session fee**.
- ◆ **No-shows** (missing a scheduled session without prior notice) will also incur the **full session fee**.

This applies regardless of the reason, except in emergency or serious illness at the therapist's discretion.

One-Time Exemption (“Freebie”) Clause

Each client is permitted **one free late cancellation or no-show** during the course of therapy – **without charge**. I recognize that unexpected life situations happen, so this clause is meant as a gesture of flexibility and compassion towards you.

Limits to Cancelled or Missed Appointments

To maintain the continuity and effectiveness of your care, I ask that you do not exceed:

- ◆ **Three late cancellations or no-shows** (combined), after the one-time exemption.

If this limit is reached, we may need to review the therapeutic relationship. In such cases, I will:

- ◆ Discuss the issue openly with you, and/or
- ◆ Refer you to another professional or service better suited to meet your needs at that time.

This step reflects my ethical obligation to ensure you receive reliable, appropriate care. At the same time, this step is unfortunate and hopefully can be avoided together.

Why This Policy Matters

Your scheduled session is a dedicated time for your growth and healing. Frequent cancellations or missed sessions reduce therapy's effectiveness and may prevent others from accessing support. This policy helps protect the quality and availability of care for all clients. Thank you for your understanding.

If you have any questions or concerns about this policy, or if your situation has changed, please speak with me directly and I will approach this with openness and care.

