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**Shoalhaven  
Psychology  
Services**  
CREATING MOBILITY FOR STABILITY

## **Shoalhaven Psychology Services** **Cancellation Policy**

Although we understand that things happen unexpectedly, we ask that you give us at least 48 hours notice when needing to cancel your appointment or a cancellation fee will incur - this will be for the full cost of the session.

It is our policy that all **New** Clients who book are required to pay a non-refundable fee upon booking - this will be for the full cost of your initial appointment.

If you need to cancel your initial appointment, this fee can be applied to the next appointment you have (as long as the cancellation was outside of the 48 hour cancellation period). If you cancel within the 48 hour cancellation policy you will need to prepay again for your next appointment.

If you cancel all of your appointments, this fee will not be refunded.

**Please note: Monday and Tuesday appointments will need to be cancelled by 9am the previous Friday to allow time for our Admin to try and fill the cancellation. Cancellations after 9am the previous Friday will incur the cancellation fee.**

We also realise that it can be quite nerve-wracking attending your first appointment. We would encourage you though to keep your appointment and see first-hand the benefits that seeing a Psychologist can have for you, your situation, your family, or issue you are needing help with.

We have a waiting list with people in need of support to offer cancelled appointments to, but please keep in mind they require time to arrange attendance. If we are able to fill your cancelled appointment we will refund the full fee to your credit card.

Shoalhaven Psychology Services are committed to supporting our community.