

Boundaries & Housekeeping

Cancellations, Rescheduling & Terminations

This policy is intended to support your commitment to the therapeutic process while preserving a respectful and professional therapeutic relationship. Consistency in attendance contributes significantly to the effectiveness and continuity of therapy. Repeated cancellations or missed appointments may disrupt therapeutic progress and the rhythm of the work being done together.

Therapy sessions are offered by appointment only during designated working hours.

Cancellations & Rescheduling

- All cancellations or requests to reschedule must be communicated at least 24 hours prior to the scheduled session time.
- Sessions may be rescheduled without penalty, provided notice is given at least 24 hours in advance and the rescheduled appointment takes place within the same calendar week, subject to availability.
- Cancellations or rescheduling requests made less than 24 hours before the scheduled appointment will be subject to cancellation fees.

Cancellation Fee Structure

- Cancellations made 24 hours or more before the scheduled appointment will not be subject to any charges.
- Cancellations made on the morning of the scheduled appointment will be subject to a 50% cancellation fee (R800), based on the standard session fee of R1600.
- Cancellations made less than 2 hours before, or failure to attend a scheduled session (a “missed session”), will be charged at the full session fee (R1600).
- Two or more consecutive cancellations may require a discussion regarding continuation of therapy and scheduling suitability.

Payment for Missed or Cancelled Sessions

- Medical aids generally do not cover fees for cancelled or missed appointments.
- Outstanding cancellation or missed-session fees remain the responsibility of the client.
- Payment must be made via EFT within 3 days of receiving the cancellation invoice, unless otherwise arranged.

Should financial difficulties arise regarding payment, clients are encouraged to communicate this via email as soon as possible in order to discuss a reasonable payment arrangement. The latest acceptable

arrangement should ordinarily be settled by month-end unless otherwise agreed upon.

Termination of Therapy

Clients are encouraged to discuss any intention to discontinue therapy within session where possible, to allow for appropriate closure and support.

The therapist reserves the right to terminate therapy under circumstances including, but not limited to:

- Repeated missed appointments or cancellations
- Non-payment of outstanding fees
- Inappropriate or abusive behaviour
- Situations where the therapist determines that the therapeutic relationship is no longer beneficial or appropriate

Where appropriate, referrals to alternative services or practitioners may be provided.

Banking Details

- FNB Bank
- Account Name: CJ Bergman-Ally
- Account Number: 63137382999
- Account Type: Cheque Account
- Reference: Client Name + Surname