

CANCELLATION POLICY



1. Objectives and Background

SINCERUS MINDSET THERAPY & COACHING is committed to providing quality, compassionate & effective service in a timely & professional manner. We aim to accommodate your specific needs with dignity and respect.

Unfortunately, when a client cancels without giving adequate notice, it prevents another client from being supported. This cancellation policy is used as a way of respecting the time commitment of all involved. It explains the process for requesting a cancellation and the fees applicable. This policy is used in fairness to both our practice and the clients who would otherwise have wanted an appointment.

We are implementing a straightforward cancellation policy to be upfront about all the costs you may face when engaging our services.

2. Cancellation Process

We understand situations can arise in which you must cancel your appointment. Due to limited appointment availability, we request that you cancel with adequate notice. This allows us sufficient time to consult clients who are waiting on a session, to fill that appointment slot.

You may cancel by contacting us by:

- (a) Text (SMS) ; or
- (b) Messenger ;
- (c) Phone (please leave a voicemail) .

We require a minimum of 24 hours notice for cancellation. Please inform us 24 hours prior to your scheduled appointment to notify us of any changes or cancellations.

If no prior notice or the notice given is not provided within the minimum notice period, you will forfeit your session and/or be charged a cancellation fee (see below) for the missed appointment.

2.1. Late Arrivals

Late arrivals can only be extended to the remaining time of the scheduled appointment. If you are late past the end of your allotted session time, we will have to reschedule/cancel the appointment, which may incur a cancellation fee.

3. Cancellation Fee

- (a) The cancellation fee is 100% of your session fee.
- (b) The cancellation fee will be charged by:
 - i. no refund being provided for your prepaid session; or
 - ii. full session price charged on your invoiced session .
- (c) The cancellation fee may also be deducted from any deposit or payment made for any session or program package paid (if any).
- (d) The cancellation fee is the sole responsibility of the client and must be paid in full after invoicing.

4. Acceptable circumstances for waiving cancellation fees

We understand that plans may change due to uncontrollable and external circumstances. Missed appointments can be unintentional or may stem from an emergency, etc. Therefore, cancellation due to such circumstances may be waived at the discretion of the Practice Director.

5. Refund policy

If the required notice of cancellation is given before the scheduled appointment, Sincerus Mindset Therapy and Coaching will refund any deposit that was received to book an appointment.

6. Questions

Our business firmly believes that a good client and business relationship is based upon mutual understanding. Questions about our cancellation policy are welcomed and should be directed to our Practice Director, Tabatha Kattau.

7. Agreement

Please understand that when you book a session, whether by online booking system or other means of communication (text, messenger, email, phone, voicemail), you are consenting and agreeing to this Cancellation Policy. By booking a session, you are holding an allotted appointment time and you may be charged a cancellation fee if an appointment is cancelled without providing the required notice or if the appointment is missed.