



Cancellation Policy

Policy Statement

This policy outlines guidelines regarding the cancellation and rescheduling of therapy appointments to ensure the smooth and fair operation of online and in-person therapy services for both children and adults.

Cancellation Guidelines & Fees

Advance Notice: To cancel or reschedule an appointment, clients are asked to provide **48 hours' notice**. This provides time to offer the appointment slot to another client in need of our services. If you cancel with more than 48 hours' notice, there is no cancellation fee.

Late Cancellations: Appointments cancelled with less than 48 hours' notice may be subject to a cancellation fee (refer below to *Fees and Exceptions*).

Late Arrival or No-Show: Clients who do not attend scheduled sessions without prior notice, or who miss their session by arriving more than **20 minutes late** will incur a cancellation fee. If you miss your session or do not arrive (i.e., no-show), your future appointment bookings will be cancelled within 24 hours if you have not contacted your therapist or the clinic via email.

Fees & Exceptions: A full session fee (100%) will be charged for late cancellations, late arrivals, or no-show appointments except in the case of: (1) emergencies; (2) a child refusal* (i.e., child chooses not to come to therapy that day); or (3) First Nations Health Authority (FNHA) eligible clients.

**Child Refusals: Cancellations due to child refusal will never be charged, however after 2 child refusal cancellations, late arrival or no-show appointments, a parental session will be required prior to any further appointments being booked.*

Tiered Cancellation Fees: **Late cancellations, late arrivals or no shows due to illness or any other reason will be waived in the first two instances**, for subsequent instances, the charges will be \$20 for the third time, 50% of a full session fee for the fourth time, and 100% of a full session fee for a fifth and any subsequent times. Please refer to www.intersectiontherapy.ca/fees for the most up-to-date full session fees.

Cancellation fee payment is due before the next scheduled session. **Clients will be notified via email if they incur a cancellation fee and the credit card on file will be automatically charged.**



Therapist Cancellation: In the unlikely case that your therapist cancels a session within 48 hours, arrives late (more than 10 minutes), or does not show up to the appointment time, you will receive your next 50-minute session free of charge.

Infectious Illnesses

If you wake up on the day of your appointment with cold or flu symptoms or other infectious illness symptoms and are scheduled for an in-person session, ***please do not come to the therapy space***. Please contact me to switch to a phone or video session.

Technical Issues

Clients are encouraged to communicate promptly if they encounter technical difficulties that prevent them from attending a scheduled online session. In the event of technology-related issues, every effort will be made to get in contact to continue the planned session. When this is not possible, clients will be asked to reschedule the online session at a convenient time at no charge.

Failed Payment Method

In the event of a failed payment method, Intersection Therapy & Advocacy will make reasonable attempts to notify you, the client, of the payment issue. Clients are responsible for ensuring that their payment method on file is valid and up-to-date.

Notification of Failed Payment:

- **Email Notification:** Clients will receive an email notification if their payment method fails for a scheduled session or outstanding balance (e.g., cancellation fee).
- **Payment Update Deadline:** Clients are required to update their payment information within 5 business days of receiving the email notification to avoid any disruption in therapy services.

Resolution Process:

- **Client's Responsibility:** It is the client's responsibility to promptly update their payment information via the secure client portal or by contacting support@intersectiontherapy.ca.
- **Session Suspension:** If payment information is not updated within the specified timeframe, therapy sessions may be temporarily suspended until the issue is resolved.
- **Outstanding Balances:** Clients with outstanding balances due to failed payments may be required to settle the balance before resuming therapy sessions.



Consecutive Cancellation Policy

Clients who consecutively miss scheduled sessions without prior notice or cancel with less than 48 hours' notice may be subject to the therapist's discretion regarding continued therapy services. This may include:

- Payment may be required prior to sessions beginning
- Ongoing therapy may be terminated

These actions will always be communicated to you, the client, in writing.

Client Education

Clients are encouraged to ask any questions regarding this policy to ensure that their unique needs, preferences, and concerns are addressed in therapy.

Updates and Amendments

Clients will be informed of any updates or amendments to this policy, including how changes will be communicated and the effective date of any policy revisions.

Policy Review

This policy may be subject to periodic review and updates to ensure its effectiveness and alignment with our commitment to providing quality therapy services.

Last Updated: July 2024