

Ceryn Rowntree Cancellation Policy

Ceryn is committed to providing all clients with a positive and beneficial service. If a client cancels without providing enough notice, they prevent another client from making use of their spot.

This policy protects both Ceryn and her clients in the event of an unplanned session cancellation.

By signing your therapeutic contract you agree to the terms of the following policy.

Session Cancellation

- It is the Client's responsibility to notify Ceryn, via email, at least six hours in advance of the previously agreed session in order to reschedule or cancel.
- Ceryn reserves the right to charge the client 25% of the session fees if a session is missed, or cancelled with less than six hours' notice, although Ceryn will attempt to reschedule the missed meeting.
- If Ceryn needs to reschedule or cancel a session she will provide at least six hours' notice of any potential cancellation.
- In the event that Ceryn is forced to cancel a session with less than six hours' notice, the client will be entitled to a 25% discount on the cost of their subsequently rescheduled session.

Termination

- Either the Client or Ceryn may terminate their therapeutic agreement at any time, although this should be discussed in full to cover off outstanding actions, progress and feedback in a final session before the therapeutic relationship comes to an end.
- If the Client wishes to terminate the relationship immediately, at least six hours' notice should be given before their next session.

