

Booking & Cancellation Policy

Compassionate Self

At Compassionate Self, we understand that unforeseen circumstances may arise, leading to the need for appointment cancellations or rescheduling. To ensure the smooth operation of our therapeutic coaching practice and to provide the best possible service to all our clients, we have implemented the following booking & cancellation policy:

1. **Cancellation Notice:**

Clients are kindly requested to provide a minimum of 24 hours' notice when cancelling or rescheduling an appointment. This allows us to accommodate other clients who may require our services.

2. **Late Cancellations/No-Shows:**

In the event of a cancellation with less than 24 hours' notice or a no-show, clients will be subject to a cancellation fee. This fee is equal to the fee for the session and is intended to cover the costs associated with the reserved appointment time that could have been allocated to another client.

3. **How to Cancel or Reschedule:**

Clients can cancel or reschedule appointments by logging into the client portal, sending an email to your therapeutic coach or via Whatsapp

4. **Emergency Situations:**

We understand that emergencies may occur, and we will consider each situation on a case-by-case basis. Please contact us as soon as possible if you are unable to attend your appointment due to unforeseen circumstances.

5. **Repeated Cancellations:**

Clients who repeatedly cancel or reschedule appointments may be asked to prepay for future sessions or may be subject to a more flexible scheduling arrangement to better accommodate both parties.

6. **Exceptions:**

Exceptions to this policy may be made at the discretion of Nic Burnand or Sarah Dekker in special circumstances, such as severe illness or family emergencies.

7. **Coaching Bundle Expiry**

Expiry Date: Coaching bundles are valid for 9 months from the date of purchase. This ensures clients are committed to their progress within a reasonable timeframe.

Extensions: If additional time is required due to unforeseen circumstances, clients may request an extension. Extensions are granted at the coach's discretion and are typically limited to 3 months.

8. **Refunds**

Single Sessions: Once a session is scheduled, refunds are available if the session is canceled with at least 24 hours notice. If canceled within the notice period, the client may request a refund or reschedule at no additional charge.

Coaching Bundles: Refunds on purchased bundles are typically not available once the bundle has commenced. However, clients may request a partial refund for unused sessions within the bundle, provided they are canceled within the specified notice period and subject to an administrative fee of €50.

Discounted vs. Single Session Rates: Coaching bundles offer a discounted rate per session compared to single sessions. If a client decides to discontinue partway through a bundle, they will be charged the full single-session rate for all completed sessions rather than the discounted bundle rate.

Exceptional Circumstances: Refund requests due to extenuating circumstances (such as medical emergencies) will be considered on a case-by-case basis.

By scheduling an appointment with Compassionate Self, you agree to adhere to the terms outlined in this booking & cancellation policy. We appreciate your understanding and cooperation in helping us maintain the quality of service for all our clients.