



Cancellation Policy
Phronesis Counselling & Social Services

P: 250-859-9465


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Your appointment time is reserved just for you. A late cancellation or missed visit leaves a hole in the therapists' day that could have been filled by another client. As such, we require 48 hours notice within regular business hours for any cancellations or changes to your appointment. Clients who provide less than 24 hours notice, or miss their appointment, will be charged their full session fee. Clients who provide notice between 24 to 48 hours will be charged 50% of the regular session fee.

Additionally, I understand that if I have a regular, weekly or bi-weekly session time, Phronesis Counselling and Social Services Inc. will be unable to keep such time slot reserved for me if 3 consecutive sessions are cancelled or missed.

Your counsellor will wait once a session has started before it becomes a no show for 15 minutes from the onset of your appointment time, 16 minutes or more it will automatically become a no show with fees unless you have communicated that you will be late prior to or within the 15 minute window

Please note that your session will still end at the original time it was scheduled to end if you are late.

Date created July 1 st 2022	Annual review date July 1 st 2023	
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