

There is a high demand for the psychosexual services, and therefore, we have a strict cancellation policy.

We want to provide you with the best care possible, and in order for us to do that, it's important that your therapy takes place on a regular basis.

We know from experience that psychosexual therapy is more successful if you're able to attend the full course of sessions allocated to you, and we currently offer 12 routine appointments within a course of therapy.

Please read the points below carefully so that you understand how the cancellation policy works and what could happen if you fail to attend any of your appointments.

- 48 hours before your appointment, we will send a reminder to your email address, giving you the option to confirm or cancel your appointment.
- If you need to cancel a scheduled appointment, please let us know 48 hours in advance. You can reschedule your appointment by emailing the Therapy Centre on [admin@jkltherapycentre.com](mailto:admin@jkltherapycentre.com). Please note that if you give less than 48 hours' notice, it will count as one of your sessions.
- If, for any reason, the Therapy Centre needs to cancel your appointment, we will contact you giving you as much notice as possible. We will reschedule your appointment; this will not be deducted from your sessions.
- If you do not attend an appointment and have not contacted the service to cancel it, we will assume you do not wish to continue therapy and you will be immediately discharged.

- If you cancel two appointments, you may be automatically discharged.
- If you are then re-referred back into the service, you will be added to the waiting list.

We provide a safe, confidential and private environment so that you get the most out of your therapy session. Each appointment is scheduled for 50 minutes, and we aim to start promptly.

### **Late arrivals**

If you are more than 15 minutes late to your appointment, your therapist may use their discretion to decide whether the appointment should go ahead. If the appointment continues, it will finish at the original booked appointment time. Any booked appointment that is cancelled due to late attendance will be counted as one of your allocated therapy sessions.