Cancellation and Attendance Policy

Power Of Two Psychotherapy

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1. Purpose

This policy explains what happens when a session is cancelled or missed, by you or by me. It is published openly so that you can see the terms before you make contact, and it forms part of the Therapy Agreement you sign at the start of our work.

When we agree a regular slot, I hold that time for you and do not offer it to anyone else. If a session is cancelled at short notice, the time is almost always lost. The policy exists to make that reality explicit rather than leaving it to be negotiated awkwardly each time.

2. Summary

More than 48 hours' notice	Not charged.
Less than 48 hours' notice	Charged in full.
Session not attended, no notice	Charged in full.
Session I cancel, for any reason	Not charged.
Three consecutive missed sessions without contact	I contact you in writing once, then treat our work as ended.

3. Cancelling a Session

If you cannot attend, please tell me as soon as you know, using any of the contact routes on my website. You do not need to give a reason.

- Notice of more than 48 hours before the session start time: no charge.
- Notice of 48 hours or less: the full fee is payable.
- The 48 hours is counted from the time your message reaches me, not the time you sent it, so please allow for that if you are close to the boundary.

I will try to offer you an alternative time, and if you take it there is no charge.

4. Sessions you do not attend

A session you do not attend and have not cancelled is charged in full. For online sessions I will wait, with the room open, for the first 20 minutes.

If something has happened, tell me. I would rather know than have you avoid the contact - and avoidance is often itself worth understanding rather than something to be embarrassed about.

5. Discretion

I will sometimes waive the charge where the circumstances are genuinely exceptional or

unavoidable - sudden illness, a bereavement, an emergency, a caring crisis. I do not ask for proof and I do not keep score.

That discretion is mine, not an entitlement, and if cancellations become frequent I will discuss it with you during one of our sessions.

6. Repeated absence

If you miss three consecutive sessions without contacting me, I will write to you once, to the contact details I hold. If I do not hear back within two weeks, I will treat our work as ended and release your slot. You are welcome to get in touch again in future; I cannot promise the same time will still be available.

Charges for those sessions are handled as described above.

I reserve the right to end the therapeutic relationship if we find that you are unable to maintain a regular cadence of sessions.

7. Sessions I cancel

I do not charge for sessions I cancel, except where I terminate or decline a session because it is unsafe to continue - for example if you arrive intoxicated. See the Safeguarding Policy for more details.

I take planned breaks and will give you as much notice as I can, normally at least two weeks. Where I am ill or something unavoidable arises, I will tell you as early as I am able and I will try to offer an alternative time.

8. Your own breaks

If you are away for an extended period, you can either:

- pay for the sessions to hold your regular slot; or
- release the slot, in which case there is no charge but I cannot guarantee the same time when you return.

We will agree which of these applies before you go.

9. Lateness

If you arrive late we finish at the usual time, and the full fee applies. The end time protects the boundary of the session, and shortening it is rarely as helpful as it seems.

If I am late, I will make up the time in that session where I can, or extend a later one.

10. Technical failure in online sessions

If the connection fails, I will try to reconnect, or will contact you through an alternative method. If we recover the session, we continue. If we lose more than about ten minutes and cannot get it back, I will either extend the session where my diary allows, offer another time that week, or not charge - whichever fits best. Technical failure at either end is not treated as a late cancellation.

11. Ending therapy

You may end therapy at any time. Where you can, please give two or three sessions’ notice so that we can finish the work properly. Sessions in a notice period are charged as normal, whether or not you attend them.

There is no minimum commitment and no penalty for stopping. I suggest at the outset that we aim for at least twelve sessions before judging whether the work is helping, but that is a suggestion about how therapy tends to work, not a contractual term.

12. Changes to fees and to this policy

I will give at least three months' written notice of any change to my fees. I will tell you about any change to this policy and give you the revised version. The version published on my website at https://www.poweroftwotherapy.com is always the current one.