

Cancellation and No-Show Policy - We Matter Narrative Practice

Thank you for choosing We Matter Narrative Practice for your therapeutic needs. Our commitment is to provide quality, individualized, and respectful therapy services to all our clients. We appreciate your cooperation in adhering to the following policies to ensure a positive experience for everyone.

Late Cancellations and No-Shows:

Late cancellations and no-shows, including arriving late, can inconvenience other clients and disrupt our scheduling. Your timely communication is essential to maintaining a smooth and efficient therapy practice.

Cancelling an Appointment:

When you book an appointment, you reserve a dedicated slot on our calendar, making it unavailable to other clients. To show consideration for your fellow clients, please inform us as soon as possible if you need to cancel.

Notice Requirement: If cancellation is necessary, we kindly ask for a minimum of 24 hours' notice.

Cancellation Fee: Cancellations made with less than 24 hours' notice will incur a cancellation fee of R 350.00

Rescheduling by We Matter Narrative Practice: If we need to cancel an appointment with less than **24 hours' notice**, we will promptly reschedule at no additional cost to you.

No Shows: Patients who do not show up for their scheduled appointment without prior notification are considered a "No Show," and the **full session fee will be charged**.

Special Circumstances:

We understand that special, unavoidable circumstances may arise, leading to short-notice cancellations. If you find yourself in such a situation, please inform us promptly. In certain instances, we may consider waiving the cancellation fee.

Communication:

You're understanding and cooperation with these policies are crucial in maintaining the effectiveness and availability of our therapy services. If you have any questions or need to discuss your specific situation, please feel free to reach out to us.

Thank you for entrusting We Matter Narrative Practice with your care. We look forward to continuing our therapeutic journey together.

Sincerely,

Donovan Weber

079-860-8928

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