

Avon Counselling and Psychotherapy Service

Cancellation Policy

For initial assessments

Once you have made an appointment to have an initial assessment with ACPS, you may cancel without charge up to 7 full days before the date of your appointment. However, if you cancel less than 7 days beforehand, or you do not attend, then the full fee for the appointment will be payable. If you make an appointment for a date less than 7 days away, then the full fee will be payable if you cancel at any time.

If you are having trouble keeping the appointment and need to rearrange it for another day rather than cancel it completely, you may do this up to the end of working hours (5pm) on *the day before* the appointment. In this case the rearranged appointment must be within four weeks of the original appointment.

All cancellations and rearrangements must be made through the ACPS office by phone: 0117 930 4447 or email: info@acps-bristol.org.uk.

Fees for assessments once paid are not refundable under any circumstances.

For ongoing therapy sessions

Each therapist will have their own cancellation policy and this will be explained to you at your first appointment with your ongoing therapist.