

The Inner Movement Cancellation Policy

At The Inner Movement we understand that sometimes you will be unable to attend your appointment or have to cancel an appointment. We take care to maintain our the ethical guidelines of ACCPT and industry standard policy. These guidelines have been set up to accord with industry standard practice and guidelines

In-person appointments

As we book appointments at specific times, we could not see you if you arrive outside of the agreed times. So, if you arrive early, we would ask you to wait until your appointment time. Similarly, if you arrive late, we cannot extend the session to compensate. If you are over 15 minutes late and have not contacted us, we will assume you are not coming and will consider that cancellation without notice.

Online Appointments

The session will still run from the scheduled time. If you have not contacted us within 15 minutes of the scheduled start, we also consider that cancellation without notice. The technology we use for online counselling is very robust and rarely fails. Where it does, we will do our best to offer the appointment using another communication method. If we cannot deliver the session, and it is not our fault, we usually charge for the appointment.

Cancellation

Since the scheduling of an appointment involves the reservation of time set aside especially for you, a minimum of 24 hours notice is required for rescheduling or cancellation of an appointment. If for any reason a session is canceled less than 24 hours prior, the full fee will be charged. You may also inquire whether there is an option to meet virtually if you're unable to attend an in-person session. Please note that most insurance does not reimburse for missed sessions.

Exceptional circumstances

We recognise that emergencies happen, even if they are rare. If you know that you might not make an appointment, please let us know when you book it. We will try to be more accommodating in such circumstances. Similarly, if a genuine emergency prevented you from attending, and also from letting us know, we could consider waiving or reducing the cancellation fee. Should you repeatedly make and cancel appointments, we might ask for a non-refundable pre-payment. We would not refund this payment, even if you cancel ahead of the usual 48-hour window.

If we cancel

Occasionally, circumstances might prevent us from delivering a session as agreed. We will give you as much notice as possible if this happens. We will not charge you for appointments we cancel and will do our best to re-book at a time that best suits you.