



# Dunedin Psychology

## **Late Cancellation/ Non-Attendance Policy**

Dunedin Psychology will not charge for any appointment that is cancelled when the client gives at least 24-hours' notice. Clients will be charged the full fee if they do not attend a scheduled appointment without giving notice, or if they cancel an appointment with less than 24-hours' notice.

## **Unpaid Bills**

The bill for each appointment is generally paid at the end of the session. There are some circumstances, however, where the client or some other person (for example, a parent or partner) will be sent an invoice for payment. Under these circumstances, payment remains the responsibility of the client.

If an invoice is not paid, we will make every effort to contact the client and make appropriate arrangements, but if this is not successful, the invoice will eventually be sent to a debt collection agency and any expenses incurred will be the responsibility of the client.

## **Withdrawal of Services for Non-Attendance or Poor Attendance**

We understand that life can be unpredictable at times, and that there will be occasions when our clients need to reschedule or cancel appointments. However, we usually have a waiting list of people wanting treatment, so it is important that our clients are ready and able to commit to coming to their appointments.

Where there is a pattern of cancelled, rescheduled, or missed appointments, your psychologist will discuss with you if now is the right time for you to be engaging in therapy. Dunedin Psychology reserves the right to withdraw services under these circumstances.

I understand and agree to the above policies.

Name:

Signature:

Date: