

## RECODE CBT - Booking & Cancellation Policy

### 1. Appointment Bookings

All appointments must be scheduled through our official booking system, Setmore, which can be accessed via our website ([www.recodecbt.com](http://www.recodecbt.com)). Clients are encouraged to book in advance to ensure availability. Session durations may vary depending on clinical needs and will be confirmed during booking.

### 2. Payments

Full payment is required at the time of booking to secure your session. All payments are processed securely through our integrated online platform. Fee structures may vary depending on the type of session.

### 3. Session Format

All sessions are delivered remotely via a secure video platform. Please ensure you are in a quiet, private environment and have a stable internet connection prior to the session.

### 4. Cancellation & Rescheduling Policy

To respect the time and scheduling of both client and practitioner, we ask for a minimum of 24 hours' notice for cancellations or rescheduling.

- Cancellations made less than 24 hours before the session will incur a charge of 30% of the session fee.
- Missed appointments without notice will also be subject to the same cancellation fee.

### 5. Late Arrivals

If you arrive late to your remote session, the session will still end at the scheduled time. The full fee

applies.

## 6. Data & Confidentiality

Client data is handled in compliance with the UK General Data Protection Regulation (UK GDPR). All records are stored securely. Confidentiality is maintained at all times except where disclosure is required by law or in circumstances involving risk to self or others.

## 7. Emergency Support

RECODE CBT does not provide emergency services. In crisis situations, please contact:

- Your GP or local out-of-hours service
- Samaritans: 116 123 (available 24/7)
- Emergency Services: 999

## 8. Practitioner Cancellation

In the rare event that RECODE CBT must cancel a session, we will provide as much notice as possible and offer rescheduling or a full refund.