

Cancellation Policy - StressAway

Let's listen to our Mind!

Last updated: 18 July, 2023

At StressAway, we understand that unexpected changes may arise, requiring you to cancel or reschedule your booked psychotherapy session. To ensure a smooth and fair process, we have established the following cancellation policy:

1. Cancellation Notice:

- We kindly request a minimum of 12 hours' notice for any cancellations or rescheduling requests. This allows us to offer the vacant session to other clients in need of our services.

2. Late Cancellation:

- Cancellations made less than 12 hours before the scheduled session will be considered as late cancellations.
- For late cancellations, a cancellation fee equivalent to half of the fees will be charged. This fee helps cover the costs associated with the reserved session time and therapist availability.

3. No-shows:

- If you do not show up for your scheduled session without providing any prior notice, it will be considered a "no-show."
- In case of a no-show, the half session fee will be charged.

4. Rescheduling:

- We understand that unforeseen circumstances may require you to reschedule your session. To accommodate your needs, we allow one rescheduling request without incurring any additional charges, provided it is made with at least 12 hours' notice.
- Any subsequent rescheduling requests may be subject to the standard cancellation policy.

We highly value your commitment and cooperation in adhering to our cancellation policy. By doing so, we can effectively manage our resources and offer quality services to all our clients.

If you have any questions or require further clarification regarding our cancellation policy, please do not hesitate to contact us at +918423341071 or mail us at stressaway07@gmail.com. We are here to assist you.

Thank you for your understanding and cooperation.

Warm regards,

StressAway Team