



Cancellation and No-Show Policy

Version 1

Last updated: 22/09/26

LS Therapies understands that unforeseen circumstances can arise, and we aim to be as flexible and accommodating as possible. If you need to cancel or reschedule your counselling appointment, please provide at least 24 hours' notice wherever possible. This allows the appointment time to be offered to another person who may be in need of support.

For cancellations made with less than 24 hours' notice, LS Therapies reserves the right to charge a cancellation fee equivalent to 70% of the session fee.

We understand that emergencies and exceptional circumstances can occur. If something unexpected happens, please contact us as soon as possible, and we will do our best to find a suitable solution. Where an appointment can be rescheduled to another day within the same week due to an emergency, no cancellation fee will be charged. We will work together to arrange a new appointment that is suitable for both you and the counsellor.

If a pattern of recurring last-minute cancellations develops, we may need to review our work together and consider arrangements that are supportive and suitable for both parties.

No-Shows

If you do not attend your scheduled session and have not contacted us to explain the circumstances, this will be considered a **no-show**. LS Therapies reserves the right to charge the full session fee for appointments that are considered a no-show.

We prioritise building a trusting, supportive and respectful therapeutic relationship with our clients. We genuinely care about your wellbeing and progress, and we want to ensure that our service remains accessible and supportive to those who need it.

We appreciate your understanding and cooperation with this policy. If you have any questions or need to make changes to your appointment, please do not hesitate to contact us: lstherapies@outlook.com