

Appointments and Cancellations Procedure

Booking Appointments

Clement Olivier Counselling (COC) takes enquiries by phone (07942 286 532) and via the practice email address (info@clementolivier.co.uk). Depending on availability, counselling slots can be offered Mondays to Fridays between 8 am and 8 pm, and on Saturdays between 9 am and 1 pm. You can also book sessions via Zanda Health system using [LINK HERE](#) and select the appropriate service (including the complimentary free 30 minute initial session and standard counselling sessions).

COC aim to respond to client enquiries within 48 hours this may be slightly longer if the message is left on a weekend or during annual leave. For the later, an automatic email will be set up to inform you.

Initial contact and eligibility to work together

Clients must be 18 years or older to use the practice's services. A complimentary 30-minute consultation is offered to establish contact and determine if COC's services are suitable for you. In some cases, a specialised service might be more appropriate, such as for issues directly related to trauma or addictions.

All client information will be kept confidential and within COC, unless a client is deemed at immediate or significant risk of serious harm, and where there is a need or legal requirement to pass relevant information on to a necessary third party. If appropriate, this will be discussed with you beforehand (see [Confidentiality Policy](#)).

COC will not be able to offer sessions to you if you are known to COC in another capacity or if there may be a conflict of interests in their professional relationship.

Late Cancellation/No-Show Policy

Counselling appointments which are missed or cancelled less than 24 hours before the start time of the session will incur the full cost of the session, which (if not already paid at booking time) can be paid at the next session or within 28 days if this is your final session or you do not return to the service. Debt recovery letters will be sent out after 28 days for clients in arrears of their payments to COC. COC will take into consideration individual circumstances and make the best efforts to work with the client to recover the money before seeking legal action.

To cancel an appointment, please contact COC by phone, either by text or call, at **07942 286 532**. If there is no answer, leave a voicemail with your name and the date of the session you need to cancel. Alternatively, you can cancel through the Practice or by emailing Clem at info@clementolivier.co.uk referencing the date of the session that you wish to cancel.

Failure to cancel within 24 hours or not showing up at the appointment time will result in a Missed Appointment being logged.

Please note that if you are late for an appointment, your counsellor will wait up to 15 minutes after the session's scheduled start time. However, the session will still end at the originally scheduled time. If you do not arrive within 15 minutes, the session will be considered canceled. In both cases, whether you attend a shortened session or miss the session entirely,

the full fee will still apply.