



ORIGO PSYCHOLOGY

Cancellation, Non-Attendance & Refund Policy

Version: 1.1 | Date: 01/09/2026 | Review date: 01/09/2027

This policy should be used alongside the Client Service Agreement and applies to therapy appointments and other services where cancellation arrangements are relevant.

1. Purpose

The aim is to make cancellation, rescheduling and refund arrangements clear, fair and proportionate while recognising that appointments reserve clinical time and may involve preparation or external professional costs.

2. Cancelling or Rescheduling an Appointment

Clients should provide as much notice as possible if they need to cancel or reschedule an appointment.

For therapy appointments, the normal notice period is 24 hours.

Cancellation or rescheduling with at least 24 hours' notice will normally be free of charge.

Cancellation with less than 24 hours' notice will normally be charged at the full session fee, unless there are exceptional circumstances.

Cancellation contact: hello@origopsychology.com or via 0743 4155 422

3. Cancellation Charges

The following charges apply where appropriate:

Notice	Charge	Notes
24 hours' notice or more	No charge	Cancellation or rescheduling is free of charge.
Less than 24 hours' notice	Full session fee	Unless there are exceptional circumstances.
Non-attendance	Full session fee	Where the client does not attend an agreed appointment without prior notice.

The cancellation charge applies because appointment time is reserved specifically for the client and may not be possible to offer to another client at short notice.

4. Exceptions / Discretion

Origo Psychology recognises that unexpected circumstances and emergencies can occur. Origo may waive or reduce a cancellation charge where there are exceptional circumstances, including sudden illness, bereavement, serious family emergency or circumstances where applying the full charge would be unreasonable. This will be considered on a case-by-case basis.

5. Rescheduling

Where practical, Origo Psychology may offer an alternative appointment. Where a client provides at least 24 hours' notice, the appointment may be rescheduled without charge, subject to availability.

Repeated cancellations, late cancellations or non-attendance may lead to a review of whether the current appointment arrangement remains appropriate and whether the service can continue to be provided effectively.

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6. Planned Practitioner Leave

Origo Psychology may occasionally need to take planned leave, including annual leave, professional commitments or periods of practice closure.

Where possible, clients will be given at least two weeks' notice of planned practitioner leave. For longer periods of leave, Origo Psychology will aim to provide as much notice as reasonably possible.

For clients receiving regular therapy, arrangements for sessions before and after the period of leave will be discussed where appropriate. A planned break in therapy may be agreed where this is clinically and practically appropriate.

Sessions cancelled due to planned practitioner leave will not be charged to the client and will be rearranged or the therapy schedule adjusted accordingly.

7. Practitioner Cancellation

If Origo Psychology needs to cancel or reschedule an appointment, clients will be informed as soon as reasonably possible.

Where an appointment is cancelled by Origo Psychology, no fee will be charged for the cancelled appointment. An alternative appointment will normally be offered where appropriate.

Where a session has already been paid for as part of a prepaid therapy package, a session cancelled by Origo Psychology will not be considered used and will be rearranged or otherwise accounted for appropriately.

8. Refunds

Where a service is cancelled before it has been provided, Origo Psychology will consider whether a refund is due based on the agreed terms and any services already delivered. Where an assessment has started, any refund will take account of work already completed and any legitimate costs already incurred, subject to applicable consumer rights.

For prepaid therapy sessions, any session cancelled by Origo Psychology will remain available to the client and will be rearranged where appropriate. Client cancellations and late cancellations will be dealt with in accordance with the cancellation arrangements above.

9. Origo Cancelling or Ending a Service

If Origo Psychology has to cancel an appointment, Origo will normally offer an alternative appointment or refund any amount that is due for services not provided.

Where Origo determines that a service is not clinically appropriate, an onward referral may be recommended and any unused portion of a prepaid service will be considered for refund.

10. No Refund for a Particular Diagnostic Outcome

Fees are for professional time and services, not for obtaining a particular diagnosis. A client is not entitled to a refund solely because an assessment does not result in the diagnosis they expected, provided the agreed service was delivered appropriately.

11. Complaints

Clients who are unhappy with a cancellation, payment or refund decision may use the Origo Psychology Complaints Policy.