



CANCELLATION POLICY

When you book your appointment at The Nixon Clinic, you are holding a space in our calendar that is no longer available to our other clients. We understand that appointments sometimes need to be missed, due to emergencies, illness and or family and work commitments. If cancellation or rescheduling is necessary, we require that you call or email at least 48 hours before your appointment to avoid a cancellation fee.

- You will be charged 50% of your full fee if the appointment is cancelled or rescheduled within 48 hours of your appointment.
- If you cancel or reschedule within 24 hours of your appointment you will be charged 100% of the appointment fee.

The Nixon Clinic offer Telehealth appointments, therefore if you are unable to attend an appointment due to illness, please consider this as an option and let your Counsellor know.

If you do not cancel and do not show to the appointment you will be charged 100% of the appointment fee.

If you arrive late to your appointment, we are still able to see you within the remainder of your scheduled time and you will be charged 100% of the appointment fee.

The Nixon Clinic will charge the stored card. All fees must be paid prior to offering further services. All unpaid fees will be referred to a debt collection agency if not paid within 4 weeks of the appointment. Clients will also incur fees due to the engagement of the debt collection agency.

Clients who fail to attend 3 times or have 2 months of non-engagement will be discharged from our services.

Please write your full name and sign below

NAME.....

SIGNATURE.....