



Cancellation Policy

Counselling Calm
Psychotherapy & Coaching
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CANCELLATION POLICY EFFECTIVE FROM JANUARY 4th, 2026

❖ A cancellation window is between the working hours of 9am-5pm. Please note, cancellations outside of these times will not be seen until the following day.

❖ Cancellations can be made via the online calendar booking system: <https://counsellingcalm.as.me/> or email using details on the header of this document.

❖ Sessions cancelled outside of 48 hours are free (Monday-Friday. For cancels on a Monday please cancel on Friday where possible).

❖ If looking for a reschedule of your appointment you can also do this via the online calendar.

❖ Sessions cancelled under 48hours are still payable in full.

❖ Charges to be paid via BACS (bank transfer) to the following Monzo business account within two working days of your cancellation:

Mrs. Hanna Ehlers-Bond
Account number: 06156793 Sort code: 04.00.04

If paying outside of the UK, your original therapy invoice can be used via PayPal or Stripe

❖ If you give regular / frequent cancellations your regular slot may be passed on to someone on the waiting list. However, we can discuss this, and my aim is to aid you, if there is something deterring you from being able to make our appointments.

❖ If you are unsure of anything written here or have any questions or would like further assistance understanding the policy, don't hesitate to let me know. Also, if you'd prefer other means of providing any cancellation fees then let me know.

Many thanks, Hanna Ehlers-Bond