Therapy4kids Cancellation Policy

(Jordan and Associates trading as Therapy4kids)
Last updated: December 2025

This policy ensures fairness and clarity regarding cancellations, lateness, and session attendance. It applies to all therapy services provided by Therapy4kids, including in-person, online, and telephone appointments.

1. Cancellation of Sessions

Please give **at least 48 hours' notice** if you need to cancel or reschedule a session.

No-shows and Cancellations made within 48 hours of your appointment will be charged the **full session fee**.

If your child is **unwell**, please contact us as soon as possible, and send a **doctor's note within 3 working days** to waive the fee. In this case, your payment will be **held as credit** and applied to your next session. Please note that **no-show**s will be **charged for in full**, even in the event of illness.

If **two sessions in a row** are cancelled or missed, your regular time slot may no longer be guaranteed.

As stated in our **Payment Policy**, session fees are **processed automatically 48 hours before** your appointment.

2. Lateness

If you arrive late for a scheduled session, the session will still finish at the original end time to respect subsequent appointments. If you arrive later than halfway through the scheduled session time, please be aware that the session may not be able to proceed in the usual manner and will be at the therapist's discretion. The full session fee will apply regardless of lateness.

3. Holding Slots During School Holidays

If you plan a break from therapy **during school holidays**, you may secure your child's ongoing therapy slot by **scheduling and paying for your return session in advance**. Cancellation or rescheduling of this return session requires at least **one week's notice**, otherwise the full session fee will apply.

4. Initial Assessments

Cancellations must be made with at least **one week's** notice before the appointment.

For cancellations made less than one week prior to the assessment, the full assessment fee is non-refundable. Assessment cancellations or reschedules made prior to the one-week non-refundable period will incur a **£50 administrative fee**.

5. Block Bookings (Therapy Groups or Courses)

Cancellations for group sessions or courses require at least **four weeks' notice**.

A **£50 administrative fee** applies to cancellations made outside of the non-refundable period. Once the group or course has started, no refunds or credits are available for missed sessions.

6. Cancellations by Therapy4kids

In rare cases, Therapy4kids may need to cancel a session (for example, due to staff illness). In these cases, clients will be contacted promptly and offered an alternative appointment. No fees will apply for sessions cancelled by Therapy4kids.

7. Payments

All payment-related terms, including how and when session fees are collected, are outlined in the 'Therapy4kids Payment Policy'. Please refer to that document for full details.