



Appointments and Cancellations Policy

Forks and Spoons

Forks and Spoons

Online Counselling for Young People (Aged 12–25)

Website: forksandspoons.co.uk

Email: claire@forksandspoons.co.uk

This policy outlines how appointments, cancellations, missed sessions and payment are managed. It should be read alongside the Counselling Agreement.

1. Booking and Scheduling

- Sessions are offered online via Google Meet.
- Each session lasts 50 minutes.
- Sessions take place during school term time (local term dates will be shared at the start of work and at the beginning of each academic year), usually weekly
- Appointments are agreed in advance and the same weekly time is reserved for the duration of the work.
- The allocated session time is reserved exclusively for the young person.

2. Payment and Confirmation of Appointments

Payment is made by bank transfer (details provided at the start of counselling).

First session: Payment must be received at least 48 hours before the session to confirm the booking and intention to start counselling.

Ongoing sessions: An invoice will be sent after each session. Payment is due within 5 days.

If payment has not been received, future sessions may be postponed until the account is up to date.

3. Attendance

Regular attendance supports therapeutic progress and continuity of care. While it is understood that unexpected situations can arise, clients are asked to prioritise sessions wherever possible.

- If you are running late:
- Please email as soon as possible.

Sessions will still end at the scheduled time to avoid impacting other clients.

4. Cancellations

If you need to cancel or rearrange a session:

- At least 24 hours' notice is required.

Notice must be given by email.

The 24-hour timeframe is calculated from the time the email is sent, not when it is read.

Fees for Late Cancellation

Sessions cancelled with less than 24 hours' notice are charged at the full session fee.

This is because the appointment time has been reserved and will not be reallocated at short notice.

5. Non-Attendance Procedure (Online Sessions)

If a client does not join a scheduled online session and no prior notice has been given, the following procedure will apply:

- I will remain in the online meeting room for 10 minutes from the agreed start time.

If the client has not joined within this time, I will reach out to the agreed contact to check whether there are any technical difficulties or misunderstandings about the appointment time.

If there is no response, the session will be recorded as a non-attendance and charged in line with the cancellation policy. The session will still end at the scheduled time.

Safeguarding Considerations

If there are known safeguarding concerns, or if the non-attendance raises concern about a young person's safety, I may take additional steps. This may include attempting further contact or, where appropriate, contacting a parent/carer (for clients under 18) or an emergency contact (for clients over 18). Any action taken will be proportionate and guided by safeguarding responsibilities.

Sessions missed without notice are charged in full

Ongoing Non-Attendance

If two consecutive sessions are missed without contact, this will be taken as an indication that counselling is no longer required. The space may then be offered to another client.

Counselling may also be ended if three non-consecutive sessions are missed, even if notice was provided.

If difficulties are affecting attendance, you are encouraged to raise this so we can think together about what support may be helpful.

6. Holidays and Planned Breaks

Counselling runs during school term time (local area).

Planned breaks, including school holidays, will be communicated in advance.

Any additional planned absence (for example, family holidays) should be shared as early as possible.

7. Technical Difficulties (Online Sessions)

If technical difficulties occur:

- We will first attempt to reconnect via Google Meet.

If this is not possible, the session may continue by telephone (a number will be agreed during assessment).

If connection cannot be re-established within a reasonable timeframe, the session may need to be rearranged at the counsellor's discretion.

8. Ending Due to Repeated Cancellations

Frequent cancellations or irregular attendance can impact the effectiveness of counselling. If attendance becomes inconsistent, this will be reviewed together. Where necessary, counselling may be paused or ended in order to use the space responsibly and fairly.

9. Exceptional Circumstances

In rare and unforeseen circumstances (such as illness or emergency), discretion may be applied. Any flexibility is offered on a case-by-case basis and is not automatic.

If you have any questions about this policy, these can be discussed during your first session or by email for administrative clarification.