

## Attendance & Cancellation Policy

This attendance and cancellation policy is applicable and enforceable for all services rendered by The Iceberg Foundation. All clients of The Iceberg Foundation are required to consent to and adhere to this policy when engaging with and purchasing The Iceberg Foundation services.

To reschedule an appointment, please contact your clinician directly. The refund policy will apply as stated below. **Please note that the time frames below do not include weekends or public holidays.**

We understand that emergencies happen and special considerations to the cancellation policy will be reviewed on a case-by-case basis. In such cases, please contact your clinician to discuss special provision.

### Tardiness Policy

If you are running late, your clinician will wait 15 minutes. If you fail to arrive at the session within 15 minutes of its start time, the session will not proceed, and you will be charged the full price for it. This is called a 'Did Not Attend' fee.

### Cancellation During Session Policy

If your session has commenced, and you decide to end the session at any time during the scheduled session time, your practitioner will end the session and you will be charged the full price.

We acknowledge the traditional custodians of the unceded lands and waters on which we learn, work, and live. We pay our deepest respects to elders past, present and emerging, and their histories, lived experiences and the continuity of their peoples.

## Refund Policy

Cancel <b>less than 24 hours</b> of the session, fail to attend session within 15 minutes of its start time, or cancel during a session.	No refund
Cancel <b>between 48 and 24 hours</b> before the session.	50% refund
Cancel <b>more than 48 hours</b> before the session	Full refund

**\*NOTE:** these time frames do NOT include weekends or public holidays.

Examples:

1. If you have booked an appointment on Tuesday the 18th February, at 5pm:
  - a. If you cancel after 5pm on Monday the 17th of February, you will not receive a refund (and be required to pay the full session fee).
  - b. Cancel any time between 5pm on Friday the 14th February and 5pm on Monday the 17th, you will receive a 50% refund
  - c. Cancel anytime before 5pm on Friday the 14th February, you will receive a full refund.
2. If you have booked an appointment on Tuesday the 18th February, at 5pm **AND** Monday the 17th is a public holiday:
  - a. If you cancel after 5pm on Friday the 14th of February, you will not receive a refund (and be required to pay the full session fee).
  - b. Cancel any time between 5pm on Thursday the 13th February and 5pm on Friday the 14th, you will receive a 50% refund
  - c. Cancel anytime before 5pm on Thursday the 13th February, you will receive a full refund.

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