

## The Equanimity Guide by Dan Gerber

# Cancellation Policy

### Appointment Cancellation, Rescheduling, and Non-Attendance

To ensure fairness, availability, and continuity of care, the following policy applies:

- Clients are requested to provide advance notice for any appointment changes whenever possible.
- Cancellation or rescheduling fees apply as follows:
  - Less than **48 hours' notice**: **30%** of the session fee
  - Less than **24 hours' notice**: **70%** of the session fee
  - Same-day cancellation, no-show, or failure to attend: **100%** of the session fee
- In cases of infectious illness (e.g., cold or flu), clients should reschedule as early as possible. Fees may still apply depending on notice given.
- If payment is made in advance, refunds (full or partial) will be issued based on the notice period.
- Cancelling or deleting a calendar entry does **not** count as formal cancellation. Clients must notify Dan Gerber directly via email or WhatsApp.
- A cancellation is only valid once a formal confirmation has been received. If no confirmation is received, the cancellation should be assumed not received.
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