

Cancellation policy – applicable per January 1st, 2023

A session can only be rescheduled or cancelled by sending an email to info@inter-being.nl or by calling +31 (0)6 29 44 57 50. Please note that an email or phone call directly to your therapist will not be accepted.

You can reschedule or cancel a session free of charge, provided the session is rescheduled or cancelled on a weekday **at least 48 hours prior to the appointment**. You cannot cancel or reschedule a session over the weekend. *For example, a session scheduled for Monday at 10am will need to be cancelled by Thursday 10am at the latest.*

Multiple cancellations

If you cancel your session 48 hours beforehand more than once, your therapist will discuss that with you. This can be a reason to close your file.

No-show policy – applicable per January 1st, 2023

If a session is not cancelled or rescheduled in accordance with our cancellation policy, we will charge you a no-show fee according to the following schedule.

- **No-show rate for (Basic) Psychologists and Psychomotor therapists**
 - €100 for each session up to 60 minutes
 - €150 for each session from 75 minutes and upwards

- **No-show rate for main practitioners** (such as GZ Psychologist, Psychotherapist, Clinical Psychologist and Psychiatrist)
 - €125 for each session up to 60 minutes
 - €175 for each session from 75 minutes and upwards

No-show (without notice)

In case of a no-show (without notice) your therapist will try to contact you to discuss the reason for the no-show and to schedule a new appointment.

If we can't reach you, we will send you a letter requesting you to contact our Office Management to schedule a new appointment. You are requested to do so within 15 working days of the date of this letter. If we haven't received a timely response, we assume that you don't want to start or continue therapy and we will therefore close your file.

Please be advised that if you wish to restart your treatment, once your file has been closed, you will be placed at the bottom of the waiting list.

Multiple no-shows (without notice)

In case you don't appear for your session twice within 5 months without proper notice, we will try to contact you one last time. This can be a reason to close your file.

Please be advised that if you wish to restart your treatment, once your file has been closed, you will be placed at the bottom of the waiting list.

If you have any questions, please contact us anytime.

Best regards,
Inter-Being Psychologists