**Appointment and Fees Policy**

**Thrive Psychiatry**

**June 2025**

**1. Booking Appointments**

Appointments for assessments, reviews, or treatments must be booked in advance. To secure your appointment, full payment is required at the time of booking.

**2. Payment**

Payment can be made via debit or credit card, using our online payment portal. Your appointment will be confirmed only after full payment is received.

**3. Cancellations and Rescheduling**

* Please provide at least 48 hours’ notice for cancellations or rescheduling of appointments.
* Cancellations or rescheduling requests made with less than 48 hours’ notice will incur a cancellation fee equal to 50% of the appointment cost.
* In exceptional circumstances (e.g., emergencies), please contact us as soon as possible, and fees may be waived at our discretion.

**4. No-Shows**

Failure to attend your appointment without prior cancellation will be treated as a no-show, and the full session fee will be forfeited.

**5. Late Arrivals**

If you arrive late, your appointment may be shortened to accommodate subsequent clients. Full session fees apply regardless of late arrival.

**6. Communication**

Appointment reminders will be sent via email. Please ensure your contact details are up to date.

**Fees**

**1. Payment Terms**

* Full payment is required at the time of booking to confirm your appointment.
* Payments can be made via debit or credit card

**2. Refunds and Credits**

* Fees are non-refundable except in cases where the appointment is cancelled by Thrive Psychiatry.
* If you cancel or reschedule with adequate notice of over 48 hours, your payment will be refunded or may be credited toward a future appointment.
* If you cancel or reschedule with less than 48hrs notice, 50% of your payment will be credited toward a future appointment.
* No credits or refunds will be given for no-shows.

**3. Insurance and Rebates**

* Please note that Thrive Psychiatry is a private practice and payments are made upfront.
* Receipts will be provided upon payment for your records.

**4. Price Changes**

* Fees are subject to change. Notice of any fee changes will be provided at least 30 days in advance.