

Standard Operating Procedure (SOP)

Session Cancellation and Rescheduling Policies

This SOP defines the **session cancellation and rescheduling policies**, outlining the procedures for clients and providers to cancel or reschedule appointments, the required notice periods, applicable fees or penalties, communication methods, and guidelines to ensure fairness and clarity. The objective is to minimize disruptions, maintain scheduling efficiency, and provide clear expectations for both parties regarding changes to scheduled sessions.

1. Scope

This policy applies to all clients and service providers involved in scheduled sessions, including but not limited to consultations, coaching, therapy, and similar appointments.

2. Definitions

- **Session:** A scheduled appointment between a client and a provider.
- **Cancellation:** Termination of a confirmed session by either party.
- **Rescheduling:** Request to change the date/time of a confirmed session.

3. Notice Periods and Fees

Action	Required Notice	Fee/Penalty
Client cancels session	At least 24 hours prior	No fee
Client cancels session	Less than 24 hours prior	Late cancellation fee (e.g., 50% of session fee)
Client no-show	---	Full session fee charged
Provider cancels/reschedules	At least 24 hours prior	No penalty
Provider cancels/reschedules	Less than 24 hours prior	Session credited/free reschedule

4. Procedures

- Submitting a Cancellation or Rescheduling Request**
 - Requests must be submitted in writing via **email, booking portal**, or other approved communication channels.
 - Requests must include: Client or provider name, original session date/time, and reason for change (optional).
- Processing Requests**
 - The recipient must acknowledge the request within 12 hours during business days.
 - Rescheduling is subject to availability.
- Fee Assessment**
 - Fees or penalties, if applicable, will be communicated and invoiced within 2 business days.
- Documentation**
 - All changes and communications should be documented and retained for record-keeping.

5. Special Considerations and Exceptions

- In cases of emergency (e.g., illness, accident), fees may be waived at the provider's discretion.
- Repeated cancellations or reschedules by either party may result in review of continued service eligibility.

6. Communication Guidelines

- All communications should be professional, clear, and concise.
- Automated reminders may be used to minimize no-shows and late cancellations.

7. Revision History

Date	Version	Description	Approved By
2024-06-27	1.0	Original SOP established	[Name/Title]

Note: All clients and providers are expected to familiarize themselves with and adhere to this policy. This SOP is subject to revision and updates as needed.