

Client Booking & Cancellation Policy

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Compliance Oversight: Legal & Regulatory Affairs

1. Introduction

At InPsyCare, we are committed to providing exceptional, accessible mental health support. When you schedule an appointment, that time is reserved exclusively for you. Because there is a high demand for care, last-minute cancellations and missed appointments prevent other clients from receiving the help they need.

This policy outlines the guidelines and financial responsibilities associated with booking, cancelling, and rescheduling sessions on the InPsyCare platform.

2. Definitions

- **Booking Timestamp:** The exact date and time your appointment was officially confirmed and paid for within the InPsyCare system.
- **Session Fee:** The total base cost of your consultation, excluding any third-party payment gateway surcharges.

3. Cancellations & Refund Eligibility

We recognize that circumstances may require you to change your plans. Because our practitioners allocate their time and resources in advance, refund eligibility is determined by the amount of time that has passed since your **Booking Timestamp**.

- **Cancellations Within 24 Hours of Booking:** If you cancel your appointment within exactly 24 hours of the original Booking Timestamp, you are eligible for a **70% refund** of your session fee.
- **Cancellations After 24 Hours of Booking:** If you cancel your appointment after the initial 24-hour booking window has passed, you are eligible for a maximum **20% refund** of your session fee.

4. Rescheduling Appointments

Requests to reschedule an appointment are processed as a cancellation of the original time slot.

- The applicable refund value (70% or 20%, based on the rules in Section 3) will be applied as an account credit toward your newly scheduled session.
- You will be required to pay the remaining balance to secure the new appointment time.

5. Missed Appointments (No-Shows)

A "no-show" occurs when a client fails to attend a scheduled video session without providing prior notice. In the event of a no-show, the full session fee is forfeited to compensate the practitioner for their reserved time, and no refund will be issued.

6. Full (100%) Refunds & Exceptions

InPsyCare will automatically issue a 100% refund (or offer a complimentary reschedule, at your preference) under the following circumstances:

- **Platform Technical Failure:** The session could not take place due to a technical outage or failure on the part of the InPsyCare video hosting platform. *(Note: Clients are responsible for maintaining a stable personal internet connection).*
- **Practitioner Unavailability:** Your practitioner experiences an unavoidable emergency and is unable to attend the session.

Emergency Exceptions: We understand that severe, documented emergencies (e.g., sudden medical hospitalization, severe accidents) occur. In such exceptional cases, clients may request a review of their cancellation fee. verifiable documentation must be submitted to the Billing Department within 5 business days of the missed appointment. Exceptions are granted strictly on a case-by-case basis.

7. How to Request a Refund or Change

To cancel an appointment or submit a refund request, please follow these steps:

1. Email our support team at info@inpsycare.com.
2. Include the subject line: **Refund Request - [Your Patient ID]**.
3. Provide the date and time of the session you wish to cancel or reschedule.

8. Processing Timeline: Once a cancellation or refund request is verified and approved, please allow **5 to 7 business days** for the funds to be credited back to your original payment method, depending on your financial institution's processing times.

9. Contact & Support

For general inquiries, feedback, or to report a technical issue, please contact:

Public Relations & Support: info@inpsycare.com