

BloomCC Counselling

Cancellation & Booking Fee Policy

Effective date: 21 August 2026

Purpose

This policy explains the notice required to cancel or reschedule a counselling appointment, the booking fee payable when an appointment is secured, and the charges that may apply when insufficient notice is provided or an appointment is missed. The policy is intended to be clear, transparent and reasonable for clients while recognising that a reserved appointment time cannot usually be offered to another client at short notice.

Booking Fee

\$50 non-refundable booking fee: A \$50 booking fee is payable when an appointment is booked which will be discounted from the total amount of the session. The booking fee secures the appointment time and is non-refundable if the client later cancels or does not attend, except where a refund is required by applicable New Zealand law or BloomCC agrees otherwise in exceptional circumstances.

The booking fee is separate from the counselling session fee and should be clearly disclosed to the client before the booking is confirmed.

Cancellation and Rescheduling

Minimum notice: Clients are asked to provide at least 24 hours' notice when cancelling or rescheduling an appointment. Notice may be provided by the usual BloomCC booking/contact method.

Less than 24 hours' notice: a \$50 additional fee may be charged when an appointment is cancelled or rescheduled with less than 24 hours' notice. The \$50 booking fee already paid may be retained and, where applicable, the additional \$50 fee will be invoiced if apply.

No-show: If a client does not attend a scheduled appointment and has not provided notice, a \$120 no-show fee may apply. The \$50 booking fee is retained and is credited toward the \$120 no-show charge, meaning an additional \$70 may be payable.

On-time cancellation: Cancellations or rescheduling made at least 24 hours before the appointment will not incur in any additional fee. The \$50 booking fee remains non-refundable.

Exceptional Circumstances

BloomCC understands that unexpected circumstances can occur. The cancellation or no-show fee may be waived or reduced at the counsellor's discretion where there are exceptional or unforeseen circumstances, including situations where applying the full charge would be unreasonable. Clients are encouraged to contact BloomCC as soon as possible if they are unable to attend.

How the Fees Work

The booking, cancellation and no-show charges are intended to reflect the administrative costs, reserved professional time and potential loss associated with holding an appointment and being unable to offer the appointment to another client at short notice. The charges should not operate as a penalty and will be applied consistently with applicable New Zealand consumer law.

Consumer Rights and New Zealand Law

New Zealand Consumer Protection guidance states that cancellation fees can apply to appointments, particularly where cancellation occurs at short notice, but providers should have clear terms and any fee should be a reasonable estimate of the loss or costs arising from the cancellation. The Fair Trading Act 1986 also places limits on cancellation charges and unfair contract terms.

This policy does not limit any rights a client has under applicable New Zealand law, including the Consumer Guarantees Act 1993 and the Fair Trading Act 1986. If a legal right requires a refund or prevents a charge from being imposed, that legal requirement will prevail.

Client Acknowledgement

By booking or attending an appointment with BloomCC, clients acknowledge that they have been provided with, or had reasonable access to, this cancellation and booking fee policy and agree to the terms described above.

Situation	Fee
Booking an appointment	\$50 non-refundable booking fee
Cancellation/rescheduling ≥ 24 hours before	\$0 additional cancellation fee; \$50 booking fee retained.
Cancellation/rescheduling < 24 hours before	\$50 cancellation fee; \$50 booking fee retained
No-show without notice	\$120 total no-show charge; \$50 booking fee credited, leaving \$70 additional