

# Policy

## Bookings



AA Counselling online



- ✦ Please make changes to appointments as soon as possible should you need to cancel. Missed appointments will attract the full charge. Appointments can be cancelled, upto 24 hours before appointment times.
- ✦ Arriving late to your appointment will not extend the booked time as this may impact others. The full charge will apply.
- ✦ Life can become difficult and emergencies do arise, if you need to adjust your appointment, please email [contact@aacounsellingonline.com](mailto:contact@aacounsellingonline.com).
- ✦ Please respect appointment times and be prompt. Appointments cannot run over time as this may impact others. Please be mindful and respectful of others needs for appointments.