

Payment policy

- A text/email confirmation will be sent out shortly after the booking is made to your email or phone (your preference)
- Please make payment after you receive the booking confirmation please ensure this is done at least 24hrs before the session.
- Please pay via BACS on the details below
Name: Simranjit Kaur Chera
Bank name: Santander
Sort code: 09-01-28
Account no: 65203700
- When payment is received you will receive a text/email confirmation to your email address to acknowledge payment.
- In the event of a late cancellation (less than 24hrs) from myself and you have already paid, you can receive a full refund for that session or the payment can cover the cost of another session if you wish to reschedule. This will be the client's choice.
- In the event in which a client has cancelled with less than 24hrs notice you will be charged at the full cost of the session. Please note that 3 late cancellations/non attended appointments will result in sessions being terminated.
- After a block booking payment has been made, if you wish to terminate your sessions at any point, please provide at least 24hrs notice prior to your next session and a full refund will be made for any remaining unused sessions.
- Session termination done with less than 24hrs before the next session will result in the full charge of the missed session and other sessions refunded.
- Any used sessions will NOT be refunded.

If you have any queries regarding payment, then please get in contact me via email on sc_counselling@yahoo.com or text or call my work phone on 07375 852435