

## **Attendance and Cancellation Policy**

### **ACC Sensitive Claims clients**

If you are attending as a client funded through the ACC Sensitive Claims Service, your place is held for the full duration of the group (usually 8 weeks) or retreat you are enrolled in. Both ACC and Brighter Life expect that you will attend all sessions you have agreed to attend.

ACC only funds us for the sessions you actually attend. To support the financial sustainability of our groups, and to make best use of the place held for you, we ask that you attend every session wherever possible.

### **Before you begin: commitment and suitability**

Before starting a group, you will have a triage call with us. In this call we will:

- Talk through your commitment to the group you are choosing
- Explore any foreseeable barriers to full attendance (e.g. transport, childcare, work commitments, health needs)
- Consider together whether this group feels suitable and appropriately timed for you

Because we do this careful preparation, **withdrawing from a group once it has started is considered a last resort.**

If, after starting, you decide the group is not right for you and you wish to withdraw, we will need an email from your therapist requesting this on your behalf. Your place will then be released and cannot be held for later sessions in that group.

### **Missed sessions and make-up options**

We understand that illness or unexpected events can arise. If you miss a scheduled session, we offer **online make-up sessions** so you can still receive the support you were intending to receive.

This applies to **both ACC-funded clients and self-funding / non-ACC clients.**

- If you miss a session, we will email you with options for upcoming online make-up sessions.
- Once you tell us which make-up session you would like to attend, we will send you the Zoom link.
- If we don't hear back, we will send a second reminder asking you to confirm which group you will attend.
- If there is still no response, we may contact your therapist or referrer (where applicable) to let them know and ask them to follow up with you.

By enrolling in one of our groups, you (and your therapist, if applicable) are agreeing that:

- Your spot in the group is being held for you and cannot be offered to someone else
- You intend to attend all scheduled sessions
- If you do miss a session, you will do your best to attend an available make-up session

If you are finding it hard to attend or are unsure whether you can continue, please contact us as early as possible so we can talk through options.

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### **Self-funding and non-ACC clients**

If you are attending as a self-funding client, or through non-ACC referrals:

- **Full payment for the group (usually 8 weeks) is due at the beginning of the term** and is generally **non-refundable**.
- In some circumstances, we may agree a **payment plan** if this will support your ability to attend.
- By agreeing to join a group, you are asking us to hold a place for you for the full series, which means we cannot offer that place to someone else. For this reason, **payment is expected for all sessions in the group**, whether or not you attend every session.
- If you miss a session, you are welcome to use the **online make-up session options** outlined above.

If you anticipate any difficulties with attendance or payment, please discuss this with us before the group begins so we can explore what may be possible.