

Cancellation and Refund Policy



CLIENT INFORMATION

Last updated: May 2026



At The EASE Approach by Kelina Fili, your time and care are valued, and so is ours. This policy is in place to create clarity and fairness for everyone.

Cancellations & Rescheduling

Appointments may be cancelled or rescheduled up to 24 hours before the scheduled session time.

Cancellations made with at least 24 hours' notice will be eligible for a full refund or rescheduling, subject to confirmation, depending on your preference.

Late Cancellations & Missed Appointments

Cancellations made less than 24 hours before the scheduled appointment time are non-refundable.

Missed appointments (non-attendance without notice) are charged in full.

Packages

Packages must be used within 12 months of purchase unless otherwise agreed in writing. Any appointments not used after 12 months of the purchase date will not be refunded.

The same 24-hour cancellation policy applies to sessions booked as part of a package.

If appointments are ended by either the client or the clinician within one year of the purchase date and before any discounted package is completed, appointments already attended will be charged at the standard single appointment rate. Any remaining balance from the package will be refunded to your nominated bank account within 28 days.

Where payment by instalments has been agreed between The EASE Approach and the client, sessions may be paused or discontinued if payment is not received within the agreed timeframe.

Exceptional Circumstances

We understand that unexpected situations can arise. If something genuinely unforeseen happens, please get in touch as soon as possible, and this will be considered on a case-by-case basis.

How to Cancel

To cancel or reschedule an appointment, please contact us via email or through the booking system used to arrange your session.

Contact

If you have any questions about this policy, you're very welcome to get in touch:

Email: kelina@theeaseapproach.com

ENDS