



CANCELLING your EAP counselling session

Did you know when you fail to give us **48 hour** cancellation notice for your EAP session

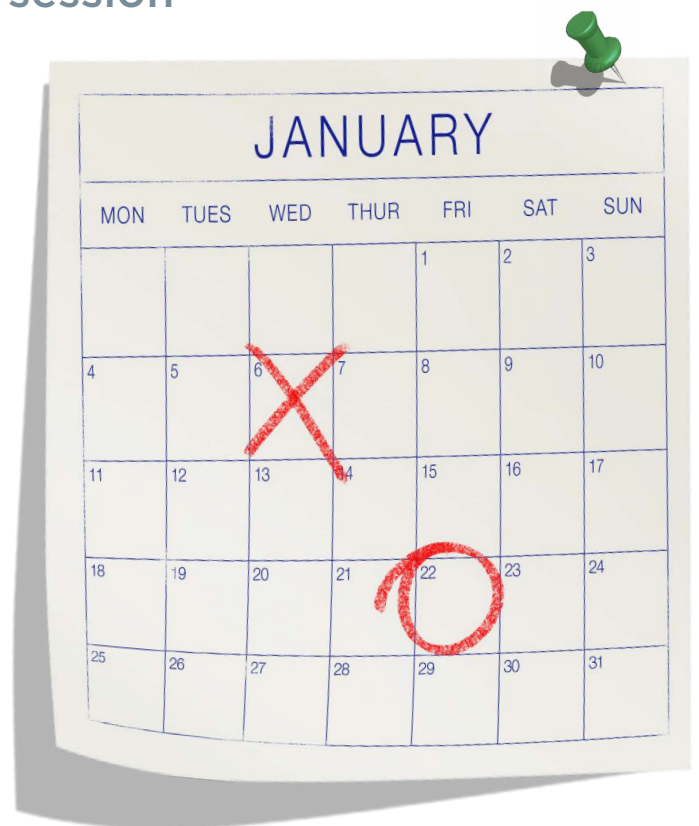
- Your employer is still charged the full rate for this missed appointment
- You lose one of your allocated EAP sessions
- Someone else in need misses out
- You miss out on seeking the help of one of our professionals. When you make a booking you do so for a reason and we want to talk with you and make sure you're ok, so please try and attend your appointment so we can give you the help you need to move forward.

We can't stress enough how important it is that you give us **48hr** notice if you need to cancel your eap counselling session.

Things are tough out there at the moment and our team is in high demand so we really appreciate your support on this one.

If for any reason you think you may not be able to make your session please call or text us as soon as possible so we can allocate your session to someone else on our wait list.

Thank you for your understanding



Creating
LIFE
BALANCE

