

## **Cancellation/DNA Policy for Toolbox Youth Therapy Service**

**DNA - Did not attend without notification.**

**Cancellation - Parent/Young Person contacted therapist to cancel in advance.**

- If a young person does not attend by their agreed appointment time the therapist will wait 15 minutes just in case they are running late. After 15 minutes the session will not be able to take place.
- If a young person DNA/cancels two or more appointments the therapist will discuss whether now is the right time for them to engage in therapy and potentially suggest stopping this course. They can remain on the waiting list and reconsider at the next opportunity.
- No more than 2 appointments will be made up for a young person who cancels their appointments due to the limited number of sessions offered and available. DNA appointments will not usually be rebooked.
- Any sessions cancelled by Toolbox Youth Therapy will be rebooked so that the young person still receives their full course of treatment.

*Toolbox Youth Therapy reserves the right to terminate the young person's therapy if they cancel or DNA more than 2 therapy appointments.*