



Cancellation and Refund Policy

At Rooted Assessment and Therapy Centre, we are committed to providing professional, ethical, and client-centred social work services. In order to maintain the integrity of our services and ensure fairness to both clients and practitioners, this Cancellation and Refund Policy outlines the terms under which appointments may be cancelled and payments refunded. The policy is designed to protect processes, ensure responsible use of time and resources, and remain compliant with relevant South African legislation, including the Consumer Protection Act (No. 68 of 2008) and the ethical guidelines set out by the South African Council for Social Service Professions (SACSSP).

All clients engaging with the practice are required to read, understand, and agree to the terms of this policy upon intake.

1. Appointment Cancellations

- 1.1. Clients are required to provide at least 24 hours' notice to cancel or reschedule any appointments.
- 1.2. Cancellations made less than 24 hours before the scheduled session may be subject to a cancellation fee equivalent to the full session fee, unless due to emergencies or unforeseen circumstances.
- 1.3. Missed appointments (no-shows) without prior communication will be charged in full.
- 1.4. Clients who receive subsidised or discounted services through the practice are expected to honour their scheduled appointments as agreed. In the event of a late cancellation (less than 24 hours' notice) or a missed appointment without notice, the client will be liable for the full standard (non-subsidised) session fee, which will be payable before any further services can be rendered. This ensures responsible use of limited subsidised resources and allows the practice to continue offering affordable services to those in need.

2. Prepaid Services and Early Termination

Clients who have prepaid for investigations, but decide to terminate services before completion are entitled to a partial refund, calculated as follows:

- 2.1. A deduction will be made for:
 - I. All sessions or services already rendered, charged at the standard rate.
 - II. A session for finalizing the process.
 - III. A 20% cancellation fee will be applied to the remaining (unutilised) balance to cover administrative and opportunity costs.

3. Opportunity Cost and Cancellations

- 3.1. When a social worker accepts a referral for a comprehensive investigation, dedicated time is allocated in advance to ensure a thorough and focused process. This often means declining other client referrals or commitments to preserve the time necessary for your case.
- 3.2. If the process is cancelled before completion, it not only affects the continuity of the investigation but also results in a loss of potential income, as the reserved time cannot be

easily rebooked at short notice. This is known as opportunity cost—the value of opportunities (such as seeing other clients) that had to be turned away in order to prioritize your case.

4. Finalization Costs Following Cancellation

- 4.1. Even when a client chooses to cancel the investigation process before it is completed, there are still professional responsibilities that the social worker must fulfill to ethically and legally conclude the matter.
- 4.2. This includes a thorough review of all information gathered up to the point of cancellation, the preparation of appropriate recommendations, and, where necessary, the submission of reports to relevant authorities such as the South African Police Service (SAPS) or Designated Child Protection Organisations (DCPOs).
- 4.3. In some cases, if the cancellation is deemed not to be in the best interests of the child, the social worker is obligated to act accordingly and may need to document and report this concern.
- 4.4. As a result, a finalization cost will still apply to cover the time and professional work required to responsibly close the process and ensure that all parties—especially the child—are safeguarded.

Example of the calculation of cancellation cost:

If a client paid R3,000 for an investigation of up to 6 sessions, used 2 sessions (at R500 each), and cancels:

- *Services rendered: $2 \times R500 = R1,000$*
- *Finalizing the process = R500*
- *Remaining amount = R1,500*
- *Cancellation fee (20% of R1,500) = R300*
- *Refund due = $R1,500 - R300 = R1,200$*

5. Refund Processing

- 5.1. Refunds, where applicable, will be processed within 14 working days of written notice, including the reason for the decision, of cancellation.
- 5.2. Refunds will be paid via EFT into the client's nominated bank account.
- 5.3. No cash refunds will be made.

6. Legal and Ethical Considerations

- 6.1. This policy is compliant with the Consumer Protection Act, 2008 (CPA) and guided by ethical standards of the SACSSP.
- 6.2. The practice reserves the right to cancel services with a client at its discretion, in which case, a full refund for unused services (minus any fees for services already rendered) will be processed without a cancellation fee.

7. Agreement

- 7.1. By engaging the services of this practice, clients acknowledge that they have read, understood, and agreed to the terms of this Cancellation and Refund Policy.