



Expat Counseling Center

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Cancellation Policy

Fees

The fee for the initial intake screening is €115 (per 60 minutes for individuals) and €150 (for 90 minutes for couples/families). The fee is €95 (per 50 minutes for individual sessions) or €125 (per 60 minutes for couples sessions). Please refer to the website for a complete listing of the fees.

Insurance companies

ECC has opted not to be affiliated with Dutch healthcare companies to insure complete confidentiality and flexibility in treatment. Payments, therefore, need to be paid directly to ECC. Please contact your insurance company to inform whether you are eligible for (partial) reimbursement of the sessions. Please note that if you own your own business, sessions are tax deductible.

Payments

Payments should be made within 14 days of the invoice date. A reminder will be sent if the payment has not been received after 14 days. Payment is expected within seven days from the date of the reminder. Should a second reminder be necessary, there will be an additional fee of €15 for administration costs.

Cancelling and/or changing appointments

Once you have booked an appointment, we reserve that time for you. For appointment cancellations and/or changes, please contact your therapist directly. We request a notice of **at least 24 hours** prior to the appointment (this does not include weekends or holidays).

Note! *You will be charged for the missed appointment if the notification is less than 24 hours prior, unless due to an emergency.*

Therapist Availability and Emergencies

You can request to speak to your therapist between appointments for a check-in. We can usually return the call within 24 hours. The fee for phone consultation of €2,- per minute. In the event of a true emergency, please call 112 or go to your nearest emergency room.

Process & agreements of Therapy

For best results, the first few sessions should happen every 1-2 weeks. When your situation has stabilized, the frequency of sessions can be reduced.

Some clients come frequently for long periods of time due to ongoing stressful situations, others come to therapy to solve a particular problem which may be finished in a few sessions. The frequency and duration of your therapy depends on your needs

and what you are working on. Due to the uniqueness of each individual, we are unable to predict or guarantee a specific outcome or result.

Your therapist ensures that the sessions can start at the agreed time. If you arrive late, please keep in mind that the time will be deducted from the reserved time. At any time, if you feel that you are finished with therapy, please let us know. It's best to plan for termination and exchange feedback before stopping.

Your therapist has the right to terminate the therapy, but is obliged to inform you of the reasons. Recording (audio / video) is not permitted unless this is part of the work process or is necessary for study and then only when both client and therapist agree.