

Rescheduling & Cancellation Policy

Your appointment is important to us, reserved especially for you. We understand that life can be unpredictable. However, to ensure fairness to both clients and therapists, our policy is in effect regardless of the reason for cancellation.

Reficio Recovery enforces a minimum 24-hour cancellation/rescheduling policy. Failure to provide adequate notice will result in a cancellation fee.

How It Works:

Cancellation or Missed Appointments:

No refunds for cancellations without a minimum 24-hour notice. Reservation transfer to another person is allowed with prior notice via text to +32 483 48 30 26.

Rescheduling or Free Cancellation:

Reschedule or cancellation with at least 24-hour notice before your appointment. Attempts to change within 24 hours will be treated as a cancellation with applicable charges.

Cancellation Fees:

Less than 24-hour notice and "NO SHOWS" cancellations incurs a 100% charge of the reserved service amount.

Reficio Recovery's Cancellations:

If we cancel your reservation, you can choose to rebook.

Reminder Email:

A courtesy email will be sent 24 hours before your appointment. It is your responsibility to remember dates and times.

How To Reschedule?

Use the cancellation link in your appointment confirmation email to cancel and reschedule online. Alternatively, contact Reficio Recovery and state “reschedule” in the subject if using email. Outside 24 hours, online cancellation is not possible.

How To Cancel?

Cancellations more than 24 hours prior can be done online or by texting to +32 483 48 30 26. Last-minute cancellations via email or text are invalid and will incur the full reserved service amount.