

Cancellation Policy

Thank you for booking an appointment with Mind and Mood Clinical Care Network.
Please be aware of our 48-hour cancellation policy.

If you need to cancel your appointment, please call or email our office at 778-907-5690 or admin@mindandmoodbc.ca at least 48 hours in advance so that we can schedule another patient. For Monday appointments, cancellations must be received 72 hours prior to your appointment time.

If an appointment is cancelled with less than the required notice, a no-show fee will be charged. This is not covered by MSP or other insurance. All fees are payable before the missed appointment will be rescheduled.

No-show/late cancellation fees:

- Missed Consultation Appointment \$150
- Missed individual Follow-up Appointment \$100
- Missed Group Appointment \$25