

Your Counselling Process At TFEC

Intake/Booking An Appointment

Once you have decided to book with us, our intake team will collect your information, create your file, match you with a counsellor and book your first appointment, usually within the week and sometimes next day.

Deposit/Payments

A one time \$50 refundable deposit is a requirement of every client to ensure your commitment to your sessions ongoing.

Deposits are refunded once you have ended services with us and have requested it back unless they are used to cover the cost of your late cancellation/no show. Sessions can be paid by Credit Card, or Debit. For Mississauga/Virtual Clients and Etransfers, we will need full payment 24 hours before your session takes place or it will be cancelled.

Cancellations/Rescheduling

You may cancel or reschedule your appointment as long as you do so with 48 hours notice or more. Appointments that are cancelled or rescheduled with less than 48 hours notice are charged their deposit fee and clients will need to place a new deposit on file to maintain future bookings.

Your First Appointment

Brampton Office: 2250 Bovaird Drive E, Suite 302

Mississauga Office: 702 Burnhamthorpe Rd. E, Suite 7

If you have a virtual session, an email link will be sent from your counsellor the day of your session. Call our office if you have connectivity questions.

Booking Again

At the end of your session, you can speak to your counsellor to book your next session or call our reception team at 905-799-2228 and we can book it for you at your convenience.

Invoicing/Refunds

If your sessions are virtual or at our Mississauga office, your invoice will be emailed within 2-3 business days to the email you provided on file. If you are entitled to a refund, refunds are processed within 10-14 business days.

Contacts

Customer Service/Reception: Ph: 905-799-2228 E: reception@tfec.ca

Accounting: Ph: 905-799-2228 E: accounting@tfec.ca

