



## **Terms and Conditions**

### **Fees and payment**

Therapy sessions are £100 for each 50 minute session.  
Sessions are invoiced after the session.

### **Cancellation policy**

- If you must cancel or reschedule an appointment, 48-hour advanced notice is required, otherwise you will be held financially responsible.
- Should you cancel or miss an appointment with less than 48 hours' notice, this will result in being charged the full fee for your missed appointment. Where a package has been purchased, that session is 'lost'.
- Phone/video sessions are treated the same as face-to-face sessions. If you are late getting on the phone, are unable to talk at our scheduled time, your battery has died, you are unable to access a confidential place to talk, or any other variable that prevents you attending our session, please know that you will be charged for the session. Please make the necessary arrangements you need to be available and present for your session.
- I will endeavour to give you as much advance notice as possible of holidays or of any need to re-schedule a future appointment.
- In the unlikely event I am incapacitated and am unable to contact you, I have appointed a Therapeutic Executor who will contact you on my behalf. They are bound by the same rules of confidentiality as I am and will only access your contact details in an emergency.

## **For people seeing me online: the logistics of online therapy**

- For phone/video therapy sessions, I will call you at our scheduled time or send you a link for our secure video session. I request that you are prepared, focused and engaged in the session, as research shows that clients get better sooner under these conditions.
- In order to protect your confidentiality, I will call you from a private location where I am the only person in the room. You should do the same. If you choose to be in a place where there are people or others can hear you, you may become distracted or be overheard, compromising your confidentiality. Every effort must be made on your part to protect your own confidentiality. To this end, I suggest you wear a headset or earbuds to increase confidentiality. This will also increase the sound quality of our sessions.
- Please ensure you reduce all possibilities of interruptions for the duration of our scheduled appointment.

## **Connection loss**

- If we lose our connection during a session, I will call you to troubleshoot the cause. If we are unable to reach each other due to technical issues, I will attempt to call you 3 times. If I cannot reach you, I will remain available to you during the entire course of our scheduled session. Should you contact me back and there is time left in your session we will continue.
- If the problem occurs in the first 20 minutes of the session for whatever reason, and it is not possible to re-establish the call, we will cancel the session and I will offer you another full session free of charge.
- If the reason for a connection loss is on your part and the session has progressed beyond 20 minutes before technical glitches were experienced e.g. battery dying, bad reception, etc, the full fee for the session will be charged. If the loss for connection is a result of something at my end, we can either complete our session via phone, or plan an alternate time to complete the remaining minutes of our session.