

Terms and Conditions:

### PAYMENT Self-funding

#### **Assessment session:**

Payment is required up to 24 hours prior to the first session taking place. Payment can be made by bank transfer or debit / credit card.

#### **Treatment sessions:**

Treatment sessions are paid in advance of the session and should be made no later than one hour before the session takes place. Payment can be made by bank transfer or credit / debit card.

### PAYMENT Health insurance

#### **Health Insurance:**

A valid policy number and authorisation code is required in advance of assessment / treatment sessions taking place. If your policy has an excess, self-funding terms apply until insurance funding is activated.

### Cancellation / Rescheduling Appointments

24 hours' notice is normally required to cancel an appointment. Cancellations made with less than 24 hours will incur a 50% cancellation charge. None attendances occur a 100% cancellation charge.

Where possible your therapist will try to reschedule your appointment if required. There is no cost for this.

### Confidentiality

Therapy is provided on the basis that all client's information is treated with the strictest confidentiality and in line with GDPR rules. Confidentiality may be broken if client discloses they are at risk, someone else is at risk or certain other safeguarding issues are raised in therapy.

A confidentiality agreement must be signed before commencing assessment / treatment.

It is not possible to discuss your treatment with others without your permission.

### Record Keeping

It is necessary for your therapist to keep a written record of your treatment. This is stored on a cloud based clinical management system that is compliant with GDPR rules. Only your

therapist has access to this and 2 other registered clinicians that would only access this, if necessary, if your therapist is unable to through death or illness.