

Brighterlife
Reflect – Rethink – Resolve
TERMS AND CONDITIONS

GENERAL INFORMATION

Before or at the time of your initial visit you will be asked to complete a routine Client Information and Consent form. You will also be asked to read and sign this Terms and Conditions form.

If you have any concerns you have regarding any of the Terms and Conditions, you must raise these as soon as possible and certainly before the commencement of your first session.

Sessions

Sessions will be conducted either Face-to-Face, online (via Zoom or MS Teams) or via telephone. Face-to-Face sessions will be conducted in the therapist's practice rooms, unless otherwise agreed. For online or telephone sessions you will need to ensure the environment you are in to participate in your session is conducive to the process and maintains your confidentiality (e.g. is not in a public place, where you might be overheard).

In general, the number of sessions you will require will depend on what you are or having been experiencing, but generally clients will benefit from a series of six sessions. This can be increased or decreased according to the needs, coupled with the recommendations of the therapist.

You will be expected to spend some time, outside of the therapeutic sessions, working on your personal recovery and goals, as well as following through with any suggestions or recommendations agreed during your sessions.

Sessions will be scheduled at an appointment time acceptable to both you and your therapist.

Fees for Professional Services

The initial assessment session is free of charge and will take approximately 20-30 minutes. This will be conducted via telephone or online (via Zoom or MS Teams).

Individual sessions are charged at £50 per hour (for part hours used during a session, the hourly rate will be pro rata).

Block bookings for sessions are to be paid for in advance but have no expiry date.

- 4 x 1hr session = £180
- 6 x 1hr session = £260

Payment for individual sessions can be made by card (at the venue) or cash on the day. They can also be made by bank transfer or PayPal. Block bookings must all be paid for in advance via bank transfer or PayPal.

Details for digital payments are given below:

Bank Transfer

- Bank/Building Society: Nationwide
- Account Name: Gemma Todd
- Sort Code: 07-01-16
- Account Number: 18031101

PayPal

- peacockhill@btinternet.com (select "Friends & Family" for payment type)

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Cancellation Policy

There is a 24-hour cancellation policy. If you cancel a scheduled appointment with less than 24-hours' notice you will be charged a cancellation fee because the session time has been saved for you and typically cannot be reallocated to another client at such short notice.

The cancellation fees are:

- More than 24-hours' notice (no fee)
- Less than 24 hours but before 8am the day of the appointment - £25
- After 8am the day of the appointment - £45

In the case of illness or other incapacity, we will always try to reschedule your session for later in the same week or switch the session, if originally to be held Face-to-Face, with the telephone session.

Please call either the night before or before 8am of the day of the appointment to notify of serious illness.