

## **Fees and Cancellation Policy**

My hourly fee is £70 per hour.

You are able to pay as either pay as you go or as a four-week block; details of both are below.

Pay as you go £70

Four-week block £260

Phobia sessions are 2 hours and are £90

**In-person sessions: Payment can be made by BACS 48 hours before the appointment or cash on the day.**

**Online Sessions: Payment is to be made via BACS and received 48hours before the appointment time.**

### **Cancellations, not attending or rescheduling:**

If payment is not made in advance of your session, the session may be forfeit at my discretion, and no other sessions will be booked until payment is made.

48 hours' notice is required to rearrange or cancel a session.

If cancellation or rearrangement is made with less than 48 hours' notice, or a session is missed, then the full cost of the missed session will still be charged.

If missing payments or missing sessions becomes regular, we may have to discuss about ways in which we can manage this, and this includes therapy being put on hold until the issue can be repaired.

I will wait for fifteen minutes from the starting time of your session, if after 15 minutes you have not arrived and you have not contacted me, the session is forfeit and I will not wait. The fee for the session is still expected, and a refund will not be issued. It is your responsibility to let me know if you can't make your appointment.

If payment is not made in advance of your session, then I request payment to be made no later than the end of the day your session is booked for, and I will remind you of this at the end of our session if you have not

mentioned it. No other sessions will be booked until payment has been made.

If multiple sessions are missed, then the counselling service may be stopped until regular and consistent commitment can be met. I am flexible and will always try to work with you if you are having particular issues that make this difficult, please do talk to me as soon as possible if this is the case.

### **Failure to pay**

If you fail to pay for a session and have not adhered to the above information regarding payment, I will try my best to come to an amicable agreement with you. If after all my attempts to rectify the situation, you still choose to not pay and you do not contact me, I will look at other ways of regaining my costs.

As a small business, the steps outlined in this policy are to ensure that I can continue to run this service to benefit as many people as possible. I spend my time and resources preparing for these sessions and any missed payments cannot easily be absorbed into my daily running costs. I do understand the financial commitment that my services require from you. Taking legal advice will always be my last option but this action will be taken if necessary so I urge you to please talk to me if needed so we can find a way through for both of us. My fees go towards not only my income but my training and continued professional development alongside insurance, professional membership body, premises costs & upkeep, utilities, admin costs, accountancy fees, finance software & tax, secure note taking software, tech requirements, ICO registration, creative resources and supervision costs and failure to pay has a huge impact on me, my business, my family and all my clients.

### **Report Writing**

I do not offer report writing and it is not a service I offer. If needed at any point I can write a small email outlining who I am, what I do and how many sessions you have been in receipt of. This would be a free service.