

ChAT Services' Therapy Terms and Conditions

- **Professional Information**

ChAT Services Limited's Clinical Psychologists working at the Practice are registered with the United Kingdom's Health and Care Professions Council, (HCPC). All of our Psychotherapists are members of a recognised governing body for Psychotherapy work (such as BACP, UKCP, or similar bodies).

All Clinical Psychologists and Psychotherapists practising within the UK must be registered with the relevant governing body and continue to demonstrate compliance with the minimum standards of conduct, performance, and ethics (more details on the code of Ethics and Conduct can be found at <https://www.bps.org.uk/news-and-policy/bps-code-ethics-and-conduct>

- **Number of sessions**

Therapy work involves working on many issues underlining your presentation. Usually there is no specific time frame that determines when therapy ends. The length is determined by your individual presentation, by your level of need and the change you would like to see in yourself or the goals you would like to achieve.

- **Bookings made via telephone/ email/ website**

Where the contract we make with you is made over the telephone or via email/online booking, you may for any reason cancel an appointment made in this way during the 14 day period after we accept the booking. However, if the appointment is on a date which is before the end of that 14 day period and if you have expressly requested us to provide Services at that appointment and we do so, you may not cancel that appointment and you must pay for it in accordance with these Terms. If you request that your appointment, be cancelled, you must confirm this in any way convenient to you. If you cancel as allowed by this paragraph, and you have already made any payment(s) to us for the appointment, we will refund the payment(s) to you within 14 days of receiving your cancellation.

If we are prevented from or delayed in performing our obligations by your act or omission or by any circumstance outside our control, we will not be liable to you for any costs, charges or losses sustained or incurred by you that arise directly or indirectly from such prevention or delay. In this instance, we will endeavour to reschedule the appointment as soon as possible at no extra cost.

For face to face sessions, you must at all times adhere to the building's regulation policy (such as health and safety policies). You are responsible for your own belongings that you take to a session and neither us nor any third party venue will be liable for any loss, damage, theft, or destruction of any of your belongings.

- **Regularity and punctuality**

Consultations are made by appointment only (by telephone, email, or SMS). Attending sessions regularly (usually on a weekly basis) is a key component to progress and improvement. It is important that you only cancel sessions if it is absolutely necessary (annual holiday, travel, illness...).

If you know you are going to be late for an appointment, you should contact us to tell us. If you arrive later than 15 minutes after an appointment time, we will try to provide the Services you have booked but if we decide that we cannot, the appointment will be treated as cancelled without notice 2 by you and, if we then decide to make a charge for that appointment cancelled without notice, you will be required to pay the full price of the appointment, unless any advance payment already made by you. This is the case no matter whether the appointment is for a face to face, online, or telephone session

- Online Sessions

Some sessions may be done online using platforms such as Zoom or Teams. Please dress appropriately as if attending in person. When using these platforms, your personal data will be treated highly confidentially in accordance with our Data Protection Privacy Policy. For online sessions, these will commence at the scheduled time, and we will not be liable for delays due to circumstances beyond our control.

In the event that there are technical issues we will notify you as soon as possible. We are not liable to you for any costs or losses incurred as a result of attending a session online, you are responsible for familiarising yourself with these platforms, their terms and conditions and privacy policy.

Before starting an online session, we suggest that you plan in advance a suitable location and make sure that your internet connection is as strong as possible. If the connection cuts, you are responsible for contacting us again.

We advise that you wear earphones during the sessions this is helpful in blocking out “feedback” noise and ensures extra privacy. For your privacy, we also advise that you ensure the space you are using is private and no one can interrupt or hear our sessions.

- Recording of Sessions

The recording of sessions is not allowed without discussing and agreeing this first with us. It is not permitted, under any circumstances, that any agreed recording is shared with others or in any social media platform.

Please note that some trainees are required to record their sessions to help them with supervision. However, this is only done with your written consent and if you consent and then choose to withdraw, you can do this at any time in the session and up to one month after the session.

- Payments

If you are self-funding your sessions, the fees will be agreed on following your initial call and the funds should be cleared at least two working days before your session (unless you are paying via cash). These fees should be paid weekly (provided that you are attending weekly).

If you choose to submit our invoices to your insurance provider, please be aware that we cannot guarantee the reimbursement amount and are not liable for any shortfall. You remain responsible for any fees incurred. If we invoice your insurance company directly and they do not cover the fees, you are still liable for the outstanding balance. You are also liable for any missed sessions, late cancellations, excess fees, or shortfalls on your policy.

Session fees agreed on are not set for the entire duration of therapy. In case of an increase (which may happen following increase in rent or service charges or anything similar), you will be notified 1 month in advance. The decision to increase your session fees will not apply to you unless you have been in therapy for at least 6 months.

In the event that you pre-pay for a block of sessions, but subsequently become unresponsive without providing any prior notice or communication for a continuous period exceeding 6 months, any associated agreements shall be deemed null, and void and we will reserve the right to provide a new payment agreement for prospective services to be rendered.

Fees for a report for is contingent on the nature of the report and should be discussed with your therapist.

- Cancellation

In case of cancellation please notify us at least 48h prior to the session. If for some reason you are unable to cancel 48h in advance the missed session is chargeable. Insurance providers do not cover missed sessions, you are liable for the fees related to missed sessions. If you are experiencing COVID- 19 or flu-like symptoms, we kindly request that you cancel the session or do the session online. We may need to cancel a session due to unforeseeable consequences, in this scenario, we will notify you as soon as possible and we will endeavour to reschedule at no extra cost.

- Confidentiality

The information discussed in our consultations and appointments with you are of a confidential nature. We provide a safe place in which you can share your feelings and thoughts with us. We will ensure that any confidential information you disclose to us shall not be disclosed to any person except as permitted in this section. We may disclose confidential information relating to you: (i) to our employees, advisers, other healthcare professionals or social agencies who need to know such information for the purposes of carrying out our services to you; (ii) as may be required by law, a court of competent jurisdiction or any governmental or regulatory authority; and (iii) if we believe that you are at risk of harming yourself or others, in which case we are entitled to report this to the relevant organisation. Where possible any breach of confidentiality related to risk of harm will be discussed with you first.

We shall not use your confidential information for any purpose other than to perform our obligations under these Business Terms. We shall ensure that any person to whom we disclose your confidential information to in this section also comply with these confidentiality obligations. It is a requirement for all psychological therapists to have regular Clinical Supervision sessions in which they discuss their work in a safe confidential space with an equally or more experienced colleague. All work that is discussed in these sessions is completely anonymised. Supervisors are bound by the same professional and ethical regulations as our practitioners and do not discuss clinical material outside of the supervisory context.

- Therapeutic relationship

Please feel free to raise any issues or concerns that you have around therapy during sessions at any point in therapy. Good therapeutic relationship is important to ensure positive progress. We reserve the right, at any time, to withdraw therapy and our Services to you based on clinical judgement. In such circumstances, any advance payments will be refunded for any Services not provided. We will not undertake any procedure that is in conflict with any law in force, any voluntary or mandatory code or practice, or any similar rules, regulations, or codes. Our therapeutic relationship does not extend outside of a session, that is why we do not for example communicate via social media with clients, or accept gifts or invitations etc...

- Ending therapy

You can decide to end therapy at any point, but it is important that you notify us at least one session in advance so we could have a closure/ending session. An ending session is an essential part of therapy, it helps create a healthy ending, assess progress, maintain this progress, and have insight around the areas you would like to work on outside therapy.

If you DNA (do not attend) a session and do not contact us to schedule another appointment, we will contact you once, if you do not respond we will consider that you have decided to stop therapy at that point and may allocate your time slot to someone else on the waiting list.

- Ethics

Your therapist will follow the ethical and professional guidelines set by their governing body (for instance the HCPC, BACP, or any other accrediting body that they belong to). They do their utmost effort to offer you the best care possible while they work with you.

- Data

We will only use your personal information as set out in our Privacy Policy on our website. If you do not have access to the internet, we can provide you with a printed version of our Privacy Policy. We are registered as Data Controllers with the UK Information Commissioner's Office (ICO) as required by the Data Protection (Charges and Information) Regulations 2018. Please refer to the privacy policy on our website (www.chatservices.co.uk) for more information.

- Complaints and Standards

We are committed to providing as helpful and compassionate a service as possible to meet the needs of all our clients. We always welcome feedback from our clients and, whilst we shall use all reasonable endeavours to provide a high standard of service, care and treatment to all clients and patients, we nevertheless want to hear from you if you have any cause for complaint. If you have any complaint about our Services or any other complaint about us, please raise the matter with Dr Valerie Wendorff or Rebeca Robertson who can be contacted at admin@chatservices.co.uk If this is not possible, or should you feel, you would like to take the matter further, you can contact the British Psychological Society for further advice. <https://www.bps.org.uk/submitting-complaint>

ou may wish to raise your concern directly with the Health and Care Professions Council, should you feel you have encountered an issue of fitness to practise. This can be done by following this link: <https://www.hcpc-uk.org/concerns/raising-concerns>

- **Data Protection**

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- **Crisis and Emergency**

The type of psychological work offered is not suited to managing emergencies or crisis. If you require urgent help between appointments then please contact your GP, use the NHS 111 service for advice, phone 999 or attend A&E. You can also contact the Samaritans' anonymous helpline on 116 123 or Childline (until you turn 19) on 0800 1111.

- **Updating Terms and Conditions**

We reserve the right to update our terms and conditions as needed. These updates may occur periodically and without prior notice. It is your responsibility to review our terms and conditions regularly to stay informed of any changes.

- **Agreement**

Finally, you agree to the terms and conditions of this therapy contract and understand that you may withdraw your consent at any stage in writing.

