

THE THERAPY HUB/ONLINE THERAPY HUB

TERMS & CONDITIONS

Introduction

This agreement sets out the terms and conditions in relation to you requesting information or services from The Therapy Hub/Online Therapy Hub. Please read these terms carefully. By accepting services from The Therapy Hub/Online Therapy Hub you indicate that you have read, understood and accept these terms and conditions of service, and that you agree to be bound by them, without limitation or qualification.

You must be over the age of 18 to register with The Therapy Hub/Online Therapy Hub. If you are under the age of 18, you must ask a parent or guardian to register with The Therapy Hub/Online Therapy Hub and both you and that parent/guardian will be subject to these terms & conditions.

These terms and conditions apply whether your sessions are in person or on-line.

‘We’/‘Us’ refers to The Therapy Hub/Online Therapy Hub

‘You’ refers to prospective client for The Therapy Hub/Online Therapy Hub

Free Initial Assessment

The first appointment for any client is usually to determine the immediate problems and wider issues that you would like help with. This full 50 minutes session is usually offered free of charge by The Therapy Hub/Online Therapy Hub because it provides both therapist and client the opportunity to decide if they would like to continue working together. If you do not attend the first appointment for the free initial assessment, but wish to continue and book another session, the initial assessment can still take place, but you will be charged for the second booked session as below.

As part of your initial assessment you will be asked to supply us with personal information including (but not limited to) name, age, address, phone number and email address to contact you with. We will ask further information about your situation. No therapy will take place in this initial session, but you will be given an idea of what help you can expect and how this will be delivered.

If you are under 18 years of age, your parent or guardian will need to attend the Initial Assessment with you in order to give their consent to future sessions and payment arrangements, but will not be required to attend further sessions.

Confidentiality & Data Protection

All personal information supplied to us will remain strictly confidential. It will be stored in strict accordance with the requirements of the UK Data Protection Act 2018, and will never be shared with third parties.

We have a full Privacy Policy that goes into more detail about how we use and process your information.

Session Options

A standard therapeutic hour is 50 minutes of session time with the client plus 10 minutes for note making and future planning for the therapist once their session with you has ended.

Sessions take place once a week at a day and time agreed between therapist and client.

Sometimes it is necessary to agree longer sessions and/or more frequent sessions for the benefit of the client. These will only be suggested by the therapist if deemed necessary, and are not compulsory, The Therapy Hub recognising that clients must make decisions taking into account their own availability and ability to pay.

For clients that wish to book and pay for several sessions in advance, The Therapy Hub/Online Therapy Hub offers discounted rates for such block bookings. You can enquire about these, but please bear in mind that once booked any unused discounted sessions cannot be refunded, only rearranged.

Attendance

By booking sessions, clients are agreeing that they will attend on time, will not be under the influence of alcohol or any unprescribed drug and will not be abusive towards the therapist.

Failure to adhere to these requirements may lead to immediate termination of the session and any future sessions.

If you attend your session late, it will not always be possible to refund for the time lost or extend the session any longer than the originally planned time; the decision to do so or not will be at the discretion of the therapist.

Bookings and Payments for Services

Once you have decided to proceed with therapy sessions from The Therapy Hub/Online Therapy Hub, we will book sessions with you each week. You will receive by email an invitation for an online appointment, with a reminder of how to pay, as detailed below.

All payments for online sessions are to be made by electronic transfer to: -

The Therapy Hub (Michelle Copley):

Sort Code 60-83-71, Account 28606616 (for UK clients)

Or IBAN GB68SRLG60837128606616 BIC SRLGGB2L (for International clients).

Please quote your name in payment reference for all payments.

Payments for sessions must be made in advance if paying by bank transfer. Any payments that fall behind will be invoiced at the end of the month, and the invoice must be paid within 5 working days of the date of the invoice.

Healthcare Insurance Policies

If you plan to use private healthcare insurance to help you with your therapy costs, you must discuss this fully with your healthcare insurance provider and inform The Therapy Hub/Online Therapy Hub of this intention and your Insurer details before booking sessions. You should be aware that many insurers limit the costs they are willing to pay (either per session/hour or as a total cap on treatment costs) so you need to ensure that you are happy with the amount that is to be paid by the insurer. You will be fully responsible for payment of any shortfall in payment made by your insurer to The Therapy Hub/Online Therapy Hub.

It is your responsibility to inform your insurer of the type and costs of treatment, and to pass all Therapy Hub/Online Therapy Hub details to the insurer so that they can arrange payment directly with The Therapy Hub/Online Therapy Hub. We will not be responsible for liaising with your insurance company or dealing with any invoice enquiries raised by your insurer. Where there is a shortfall in therapy fees (or if your insurer makes payment directly to you), we will invoice you for such payment or shortfall and all invoices must be paid within 5 working days of the date of the invoice.

Outstanding or Late Payments

Any payments outstanding at the end of each month will be invoiced and payment must be made within 5 working days. If payment is not made The Therapy Hub/Online Therapy Hub reserves the right to delay or cancel planned appointments until payment has been settled. This will be at the discretion of The Therapy Hub/Online Therapy Hub.

Cancellation

Your general rights of cancellation Under the Consumer Contracts Regulations 2013 you have 14 days starting the day after The Therapy Hub/Online Therapy Hub has agreed to provide services to you in which to change your mind and cancel services.

However, if you have agreed for the therapist to provide their services within that 14-day period, although you can still cancel ongoing sessions, we will be able to charge you for any services provided up to the point that you informed us that you wish to cancel.

If you need to cancel an appointment you must provide The Therapy Hub/Online Therapy Hub clear notification of this at least 24 hours in advance of the appointment. If you do not do this, or if you do not attend a session as scheduled, you will be charged for the full cost of the session.

Disclaimer

We reserve the right to withdraw or amend the services provided without notice, although all endeavour will be made to provide notice. We shall not be liable if for any reason sessions cannot go ahead with or without notice or if they are interrupted for any reason. In these circumstances all effort will be made to resume or re-arrange the appointment as quickly as possible.

Termination

Client relationships are extremely important and usually continue and end only with the agreement of therapist and client in advance.

However, on occasion, such as breach of these terms and conditions or abuse of therapist in any way, we reserve the right to suspend or permanently terminate your sessions without notice.

You may terminate your sessions at any time by contacting us at thetherapyhubuk@gmail.com. Any outstanding payments will be due for immediate payment and will be collected by us accordingly.

Complaints

We hope that you will be happy with the service provided by The Therapy Hub/Online Therapy Hub, but if you do have any complaints please speak with your therapist about these in order to resolve them.

You can also submit a comment or complaint via the online contact form on our website or directly to thetherapyhubuk@gmail.com.

Acceptance

By agreeing to use our services, you are accepting that you have read, understood and agree to all of the terms set out in these terms & conditions, and that the personal information that you provide to us is accurate, that you are over the age of 18 and/or that you have the legal capacity to enter into and be bound by these terms, or that you are a parent/guardian of someone under the age of 18.

If you have any questions about these terms & conditions, you will ask your therapist about them before commencing your sessions.