## 1. Introduction

By accessing this website and using the services of A & B Counselling, you agree to the terms outlined here. These terms apply to all users and clients receiving counselling services.

## 2. Eligibility

Services are available to adults aged 18 and over. Sessions are delivered online (face-to-face coming soon).

## 3. Session Bookings and Payments

Clients must book and pay for sessions 48hours in advance. Payments are billed weekly: £35 for The Above Package, £47.50 for The Beyond Package. No long-term commitment is required, and you may cancel therapy completely at any time with 72-hour notice.

## 4. Cancellation Policy

Cancellations made with less than 24 hours’ notice may be charged the full session fee. We understand emergencies happen and will aim to be flexible where appropriate.

## 5. Confidentiality and Ethics

All counselling sessions are confidential and conducted in accordance with the BACP and NCPS Ethical Framework. Exceptions apply in cases of serious harm, safeguarding, or legal obligations.

## 6. Intellectual Property

All content provided through the website or sessions (e.g. tools, handouts) remains the intellectual property of A & B Counselling unless otherwise stated.

## 7. Limitation of Liability

Counselling is not a substitute for medical advice or crisis intervention. A & B Counselling is not liable for actions taken before, during, or outside of session work.

## 8. Updates to These Terms

These terms may be updated periodically. Clients will be notified of any significant changes.