



Terms & Conditions

(for Louise Ward Integrative Therapy — Adult Therapy Services)

1. General

These terms and conditions outline the agreement between Louise Ward Integrative Therapy (“the Practitioner”) and the client (“you”). By booking a session, you confirm that you have read and agreed to these terms.

2. Appointments

- Sessions are by appointment only and usually last **one hour**.
 - Appointments take place either in person at the agreed location or online, depending on the service booked.
 - Please arrive at your allocated time and not before. To protect the privacy of others, **do not knock on the door** — I will come out to greet you when it is time for your session.
 - Louise Ward Integrative Therapy provides services to **adults aged 18 and over only**.
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3. Payment

- All sessions must be paid for in full at least **24 hours before** the appointment.
- If payment has not been received, your appointment may be released and offered to another client.
- Payment details will be provided at the time of booking.

4. Cancellations & Rescheduling

- **More than 48 hours' notice** → no charge.
- **Less than 24 hours' notice or non-attendance** → the full session fee will be charged.
- Once cancelled, an appointment may be re-booked by another client.

5. Lateness

- If you arrive late, your session will still end at the scheduled time to respect other clients.
- The full session fee will still apply.

6. Confidentiality

- Everything shared in session is treated as strictly confidential.
- Exceptions apply only where required by law or where there is a serious risk of harm to yourself or others. In such cases, I may need to inform appropriate services.

7. Professional Boundaries

- Sessions occasionally run slightly over, but I strive to keep time fair for all clients.
- Therapy is a collaborative process; results cannot be guaranteed, but every effort will be made to provide professional, supportive, and evidence-based care.

8. Suitability & Contraindications

- Therapy is not a substitute for medical care. Please continue to consult your GP or other healthcare professionals as required.
- It is your responsibility to inform me of any medical conditions, medication, or diagnoses relevant to therapy.

- Therapy services are intended for **adults only** and may not be suitable for individuals in acute crisis or requiring emergency intervention.
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9. Contact Between Sessions

- Communication between sessions should be limited to practical matters such as bookings or payments.
 - Therapeutic work will be contained within scheduled appointments.
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10. Liability

- While every care is taken to provide a safe and effective service, Louise Ward Integrative Therapy accepts no liability for outcomes beyond the scope of professional responsibility.
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11. Updates

These terms may be updated from time to time. The most recent version will always be available on the website.

Thank you for respecting these terms — they help create a safe, fair, and supportive practice for everyone.