

TERMS & CONDITIONS

Louise Ward Integrative Therapy — Adult Therapy Services

1. Appointments

Therapy is available to **adults aged 18 and over**. Sessions are normally **60 minutes** and take place either face-to-face or online.

For face-to-face appointments, please arrive at your scheduled time rather than early. There is no need to knock — I will greet you when your session begins.

Sessions may occasionally run slightly over, so please allow some contingency afterwards.

2. Fees & Payment

The current session fee is **£125 for 60 minutes**.

Payment is required at least **24 hours before your appointment**. If payment has not been received, the appointment may be released.

Payment details will be provided when your appointment is arranged.

3. Cancellation & Rescheduling

Please give at least **24 hours' notice** if you need to cancel or rearrange an appointment.

24 hours or more: no charge.

Less than 24 hours or non-attendance: the full session fee is payable.

If I need to cancel a session, you will not be charged and an alternative appointment will be offered where possible.

4. Lateness

If you arrive late, the session may still need to finish at the scheduled time and the full session fee will apply.

5. Confidentiality

What you share in therapy is treated as confidential.

Confidentiality may need to be broken where required by law or where there is a serious risk of harm to you or another person. Where appropriate and possible, I will discuss this with you first.

Further information about how personal information is handled is available in the **Privacy Notice**.

6. Therapy

Therapy is collaborative and tailored to the individual. While I will provide therapy with appropriate professional care and skill, **specific outcomes cannot be guaranteed.**

Therapy does not replace medical care. Please continue to seek advice from your GP or other healthcare professionals where appropriate and let me know about any health conditions, medication or diagnoses relevant to our work.

Therapy is **not an emergency or crisis service.**

7. Contact Between Sessions

Contact between sessions should generally be limited to practical matters such as appointments, cancellations and payments. Therapeutic work will normally take place within scheduled sessions.

8. Changes to These Terms

These terms may occasionally be updated to reflect changes to the practice, professional requirements or the law. The current version will be available on the website.