



## Fees and cancellations Policy

### **Counselling and Intervention Services**

- Our fee is £60 per session for our Psychotherapy, Counselling and Intervention services. This lasts 50 minutes and you can choose to either pay in a six-week block or pay as you go for each session.

#### **Six-week block:**

- When paying in advance for a six-week block we offer a discounted cost of £325.
- 24 hours' notice is required to rearrange one of your sessions.
- If less than 24 hours' notice is given, or if the session is missed, then the session will be forfeit and the missed session will need to be repurchased at the full session cost.
- In exceptional circumstances a partial refund of block payments may be available at our discretion.

#### **Pay as you go:**

- Payment should be made in advance of your session preferably by bank transfer (bank details available on request). Where there is a need, we can accept cash or cheque at the beginning of your session.
- If payment is not made in advance of your session, the session may be forfeit at our discretion, and no other sessions will be booked until payment has been made.
- 24 hours' notice is required to rearrange or cancel a session.
- If cancellation or rearrangement is made with less than 24 hours' notice, or a session is missed, then the full cost of the missed session will still be charged.

If multiple sessions are missed, then the counselling or intervention service may be stopped until regular and consistent commitment can be met. We are flexible, and in exceptional circumstances, incurred costs can be refunded at our discretion.

### **Single Session Therapy and Clay Conversations**

Fees for single sessions and one to one clay conversations are £90 for an hour and a half. Couples clay conversations are priced at £110 for the one-and-a-half-hour session. We require payment for these on the same day as booking and will only confirm the booking once payment and a booking form has been received. There are no refunds for these sessions, but we will happily rearrange to a new date as long as 24hrs notice is given.

### **All Other services**

All other services provided by the Youth Intervention Centre not listed above are charged at the rate advertised or agreed by us. Payment is requested before the start of the service. A lot of pre-planning and work goes into the services we provide and therefore, refunds are not provided. We are happy to rearrange dates if five working days' notice are given and we may, in exceptional circumstances, change these decisions at our discretion.

The exception to this is report writing which is charged at a flat fee of £30.

### **Failure to pay.**

If you fail to pay for a session and have not adhered to the above information regarding payment, we will try our best to come to an amicable agreement with you. If after all our attempts to rectify the situation, you still choose to not pay and you do not contact us, we will look at other ways of regaining our costs. Depending on the service provided this may include contacting all persons detailed on the risk assessment document or it may, unfortunately, mean that we have to take legal advice and look to the small claims court.

As a small business, the steps outlined in this policy are to ensure that we can continue to run this service to benefit as many people as possible. We spend our time and resources preparing for these sessions and missed payments cannot easily be absorbed into our daily running costs. We do understand the financial commitment that our services require and have ourselves found the COVID pandemic and now the cost-of-living crisis, very difficult. Taking legal advice will always be our last option but this action will be taken if necessary so we urge you to please talk to us if needed so we can find a way through for all of us.