

# Terms of service – Talking Therapies



These terms of service apply to the provision of Talking Therapies services by Wimbledon Guild (as described on our website at: <https://www.wimbledonguild.co.uk/how-we-help/talking-therapies> and within our 'Information for Clients' document). All clients (also referred to as 'you') need to read and agree to these terms of service before arranging or booking therapy appointments. Note: These terms do not apply to bookings for Counselling Training Events, which should be made via Eventbrite.

In these terms, 'Wimbledon Guild' or 'we' or 'us' refers to Wimbledon Guild of Social Welfare, company number 00383330. Our address and contact details are set out at the end of these terms.

Note that you cannot book an appointment unless you have first self-referred yourself for our services (during set telephone triage times as advertised on our website).

## 1. Services: initial assessment and ongoing therapy

All clients entering Wimbledon Guild's Talking Therapies must first have an initial assessment, which can be booked and agreed by phone. Typically, this initial assessment is booked at the telephone triage stage after self-referral, or shortly afterwards, depending on which therapy service is being booked.

As appropriate, ongoing therapy will be discussed at the initial assessment. Subsequently the relevant manager will arrange allocation to a therapist, and you may book and agree the ongoing therapy. In some cases, a first meeting for ongoing therapy may be booked before finalising and booking the subsequent course of meetings for ongoing therapy. There are varied waiting times for allocation to an ongoing therapist or group which will be discussed at initial assessment. We are unable to guarantee that particular time slots will be available for booking.

## 2. Fees and Payment

Talking Therapies services have a sliding scale of fees. Fee scales may be reviewed and updated annually (which may impact the fees which you pay).

You will be informed prior to booking an initial assessment of the specific fee which you must pay for this. Payment must be made in full in advance of the initial assessment, and the fee is non-refundable (subject to your right of cancellation – see section 3, or where we propose a change to which you do not agree – see section 6). The appointment cannot go ahead until the fee is received.

The fees for ongoing Talking Therapies services (following the initial assessment) are discussed at initial assessment, based on client income. If you do not agree to particular fees at this stage, then you do not need to proceed with the ongoing services.

Payments must be made weekly or after each appointment for Individual Therapy, Family Therapy and Support groups that have set fees. Group Psychotherapy fees are paid in arrears monthly after invoice.

Payments can be made:

- By credit or debit card online using our website (wimbledonguild.co.uk) or by telephone payments made by credit or debit card will be processed by our external payment provider (currently Sage Pay); or
- By bank transfer to a Wimbledon Guild bank account (as we may notify to you); or
- By cash, but only when the service is operating at the Head office working face to face with clients.

### **3. Your right to cancel**

Where you book services online or over the telephone, you have right to cancel these services within 14 days.

- For the initial assessment, this means that you may cancel the booking within 14 days after making the booking.
- For an ongoing course of Talking Therapies services, you have a right to cancel within 14 days of booking a course of ongoing therapy (or the first meeting for ongoing therapy if booked separately).

Note:

- If the Talking Therapies services have started (at your request) before you cancel, you will still need to pay for services which have already been provided. This includes appointments held before you cancel, and our preparatory services for appointments (which includes paying our therapist); so if you cancel within 14 days but less than 7 days before an appointment, a set fee of £10 (our minimum fee) will be charged); or
- If the services are complete (such as where the initial assessment has already taken place), you will no longer have a right to cancel.

Please contact us by email or telephone if you wish to exercise this right to cancel. Our contact details are at section 7 below.

We do not offer additional rights to cancel therapeutic services beyond this 14 day period (which applies to online and phone bookings), as the services are agreed with you and scheduled at set times; once booked these times cannot be offered to other clients. However, any proposed changes or bringing the therapeutic work to an early end can be discussed with your therapist in accordance with section 6 below.

### **4. Delivery of services**

Due to the impact of Coronavirus our services are currently provided remotely via telephone or online. Any changes to this (including any return to the face to face service at Head Office) will be discussed with you in advance. You will need to make your own arrangements to access a telephone line and/or the internet and online video facility. If you have any problems with this, please let us know, and we will discuss the options with you.

We are unable to guarantee that you will be allocated a specific therapist. Whilst all our therapists are either qualified and experienced, or at advanced stages of training, we also do not guarantee that your therapist will meet any particular expectations which you have.

## **5. Your behaviour**

You must behave responsibly and appropriately during the provision of our services. You must refrain from aggressive behaviour, and must not be abusive towards our therapists or others involved in your therapy or the services. You should not attend under the influence of drugs or alcohol.

## **6. Changes to and termination of our services**

Once ongoing therapy has commenced, you may discuss any proposed changes to or early termination of the therapeutic relationship directly with the assigned therapist. Any proposed changes to fees due to changes in your circumstances, or changes to our scale of fees, may also be discussed and negotiated directly with the therapist. You may also contact us using the contact details at section 7 below.

From time to time, we may need to make reasonable changes to our services, including (by way of example) the timing of appointments and the format for delivery. Such changes may arise, for example, if a therapist is not available, if there are problems with telephone or internet connections, or in other circumstances beyond our reasonable control. If you are not happy with any such changes, and we and you are unable to agree an alternative solution, we or you may end the services, and we will offer you a refund of any fees paid in advance for services not yet provided.

In exceptional circumstances (for example if you do not comply with these terms, or if our organisation is no longer able to offer Talking Therapies services), we may need to end our provision of services to you.

We will always adhere to BACP Ethical Framework for Counselling Professions when considering these decisions.

## **7. Wimbledon Guild address and Talking Therapies contact details**

Wimbledon Guild of Social Welfare

Address: Guild House, 30-32 Worple Road, Wimbledon, SW19 4EF

Email: [counselling@wimbledonguild.co.uk](mailto:counselling@wimbledonguild.co.uk)

Telephone: 020 8296 0030