

TERMS AND CONDITIONS FOR THE SUPPLY OF TREATMENT SERVICES

Updated August 2020

Page 1

KEY TERM SUMMARY OF FULL TERMS FOR THE SUPPLY OF TREATMENT SERVICES

Please note that this key term summary ("Summary") is provided only for your ease of reference and is not St Giles Therapy Practice's Full Terms for the Supply of Treatment Services ("Full Terms") which form part of St Giles Therapy Practice's contract with you and a copy of which will be provided on request. In the event of any discrepancy arising between this Summary and our Full Terms, our Full Terms will always prevail.

Instruction Confirmation

1. Any written or oral enquiry received by us from you will be an invitation for us to send you this Summary, our Full Terms and an appointment letter and, unless we decline your invitation before the earlier of one of the following occurs, we will accept your invitation to provide services to you on the earlier of:

- the date that you return to us a signed and dated set of our Full Terms; or
- the date within 14 days of the date that we send to you this Summary, our Full Terms and appointment letter

Fees and Payment

2. Unless agreed otherwise in writing, the fees for therapy consultations charged by St Giles Therapy Practice are:

- Clinical Psychologist - £110 per hour
- Counsellor - £65 per hour
- Couples Counselling - £75 per hour

3. Any additional expenses incurred by St Giles Therapy Practice as a result of your cancellation of the services will be charged to you at a rate of £55 per hour in addition to any hourly fees incurred up to and including the time of cancellation.

4. St Giles Therapy Practice ask you to note that payment is by cash or debit/credit card only unless St Giles Therapy Practice has agreed with the client that any payment due will be settled by a third party (including but not limited to an insurance company). Bank transfer is negotiable. Payment is taken at the beginning of each session.

You will be liable to cover any additional cost incurred by an excess that is part of any private health insurance company policy.

5. St Giles Therapy Practice has the right to request that a deposit is paid in advance of the provision of services. Any amount paid as a deposit will be applied against the balance of the subsequent invoice(s) for the balance of the fees.

Page 2

St Giles Therapy Practice's Performance of Services

6. St Giles Therapy Practice aims to provide the services within 12 to 14 weeks of the date on which we accept your invitation to provide services to you. However, we make no guarantee that the service will actually be provided within this time frame and accept no liability for any delay arising from any causes beyond our control.

Your Right of Cancellation and Cancellation Charges

7. Any deposit sum remaining after payment of the fees and the cancellation fees will be returned to you.

8. No charge will be made for cancellations made in writing or by telephone and received by St Giles Therapy Practice more than 48 hours before the service is due to be provided.

9. The full fee will remain payable in the event that an appointment is missed or less than 24 hours' notice of cancellation is given.

10. Half of the fee will remain payable in the event that an appointment is cancelled between 24 and 48 hours prior to the appointment date.

St Giles Therapy Practice's Right of Cancellation

11. St Giles Therapy Practice may cancel any services on giving 14 days written notice and will provide a full refund of any monies paid in advance for cancelled services within 7 days of the expiry of the 14-day notice period.

General

12. All services will be performed with reasonable skill and care and in accordance with any relevant professional and regulatory codes.

13. By making an enquiry for St Giles Therapy Practice's services, you agree to our use of your data to provide the services.

14. No oral agreements which differ in any respect from St Giles Therapy Practice's Full Terms will be binding on us and should not be relied on. Any variation of, or addition to St Giles Therapy Practice's Full Terms will only be effective when confirmed in writing by us.

15. St Giles Therapy Practice may provide the services ourselves or through our staff and/or any third parties.

16. Any disputes arising under any contract will be governed by English law and the English Courts.

THE ST GILES THERAPY PRACTICE TERMS AND CONDITIONS FOR THE SUPPLY OF TREATMENT SERVICES

St Giles Therapy Practice

**The White Room
The Practice Rooms
9/11 Lower Goat Lane
Norwich NR2 1EL**

**Email: enquiries@stgilestherapypractice.co.uk
www.stgilestherapypractice.co.uk**

Updated August 2020