

## **Terms and Conditions of service with Caroline Pett**

I have aimed to be as transparent and fair as possible when creating these terms and conditions. I ask that you read them carefully before attending your first session, and raise any concerns you have regarding them with me in advance of agreeing.

### **Outcomes**

Although we will work together to reach your desired outcomes from the sessions, nothing can be guaranteed. I am unable to promise any specific outcome and you are paying for and agreeing to attend sessions on this understanding.

### **Your responsibilities**

You are responsible for any and all actions that you take, or do not take, as a result of discussions within sessions.

You are responsible for ensuring that I have accurate and up-to-date information about your health and wellbeing in relation to our sessions and that emergency contact information is accurate and up to date.

You remain responsible for your health and wellbeing at all times, and it is your responsibility to seek further support from your GP or other relevant professional should you require it.

You are responsible for ensuring that you arrive at sessions in an appropriate state to conduct them, meaning you are not under the influence of alcohol or drugs. You are also responsible for ensuring that you are ready to leave the session, meaning you feel steady and ready to operate the vehicle if you are driving, and you will say if you do not.

### **My responsibilities**

I am responsible for ensuring that the environment in which your sessions are held is safe and appropriate.

I am responsible for creating a space within the sessions so that you can get as much benefit from each session as possible.

I am responsible for maintaining, practicing and developing my skillset through continued professional development in order to facilitate your sessions.

I am responsible for my own self-care to ensure that I am able to support you fully. This means that I will take appropriate steps to care for my own physical and mental health and maintain a suitable level of professional supervision.

### **Payment & Refunds**

Sessions are required to be paid for in advance. I will send you an invoice through which you can pay.

Refunds are not available under usual circumstances. Any refunds will be issued at my discretion.

If you are purchasing a block of sessions, payment is required in advance of the first session.

Sessions within a block are not refundable or transferrable to another person. Sessions within a block can be used at mutually agreed times, at a time frame that works for both of us and are valid for 1 calendar year from the date of the first session.

In the unusual event that I consider it necessary to refund remaining sessions in a block, each session already undertaken, or cancelled with less than 24 hours' notice will be charged at full price.

All processing charges will be charged and not refunded.

### **Booking, amending or cancelling sessions**

Sessions are booked at a time that is mutually convenient for each of us. I recognise that life requires flexibility, so I do not insist that you have a session on fixed day/time or with specific intervals between sessions. This also means that I may not be available at a particular time that suits you, although I commit to not overextending myself in order for my diary to remain flexible and availability to be reasonable.

If you need to rearrange a session, please give as much notice as possible and I will try to accommodate. Please be aware that repeated changing or cancelling of sessions with less than 24 hours' notice, for any reason, will result in sessions being deducted from your block, and in extreme circumstances may result in the termination of service.

If I need to rearrange or cancel a session, I will give you as much notice as possible and will offer a alternative time/date or a refund.

If you are running late for a session, please let me know where possible. It may not be possible for the session to run beyond the scheduled end time, and the session will be charged at the usual session price.

If I am running late for a session, I will let you know with as much notice as possible, and will give you the option of rearranging, continuing the session for the usual run time if this is possible, or adding the time onto a following session.

### **Contact**

I will only contact you between sessions under limited circumstances. Such as, if a session needs to be rearranged in any way, if you haven't arrived for a session and haven't made contact, or if I have agreed to send you a particular resource or check in with you at an agreed time.

You may contact me between sessions for the reasons above, and if you have any questions or concerns regarding your sessions. I request that you contact me via e-mail or other written format (text or WhatsApp), so that I can respond when I am able to. Please be aware that I will not respond outside of normal working hours and may not be able to respond within a certain time frame, although I aim to get back to you as soon as possible.

It may not be possible for me to respond to phone calls, although I will aim to return any calls as soon as possible.

### **Standards of behaviour**

I will always treat you with respect and dignity and I request the same from you.

If I feel physically or verbally threatened, I reserve the right to end a session and terminate service.

**Confidentiality**

I will keep your information, and anything discussed within sessions entirely confidential, except in a situation where I believe you are likely to cause harm to yourself or others, or in the case of disclosure regarding abuse or injury to a minor.

In these circumstances I will inform you that I am going to contact your emergency contact person, your GP or relevant authorities, but I do not require your permission to do so.

All physical or digital information that I hold about you is held securely in line with GDPR regulations, and I am regulated by the Information Commissioners Office (Registration Reference ZB048433).

To ensure confidentiality, if I see you outside of a session or in a different context, I will not initiate contact with you, although you are welcome to if the situation is appropriate, and I will not discuss anything about our sessions in any context.

**Declaration**

By clicking “I accept the terms and conditions” on your consultation form, submitting your information and attending your sessions you are agreeing to abide by these terms and conditions.

You are also acknowledging that you are a willing participant in the process and that you are over 18 years of age or have consent from your parent/guardian who will be attending sessions with you.