

**Your guide to  
therapy with  
Hive Wellness**

# Client Information

[hive-wellness.co.uk](https://hive-wellness.co.uk)



**Hive Wellness**

# Welcome to Hive Wellness

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Thank you for choosing Hive Wellness. We're here to provide a safe, supportive and professional therapy experience that's built around you.

Whether you're new to therapy or returning to it, this guide will walk you through how our platform works, what to expect from your sessions, and how to make the most of your experience.

If you have any questions along the way, Hive Wellness is always happy to help.

## Hive Wellness Team



Hi, I'm Holly!



## About Hive Wellness

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Hive Wellness is a UK based company that connects you with qualified, experienced therapists using a secure and seamless digital platform. We combine technology with real human connection, making it easier to find the right therapist for your needs, from anywhere.

**All of our therapists are fully qualified, accredited, and committed to evidence-based approaches.**





# What We Offer

**We help you find the right support for your unique needs.**

At Hive Wellness, we connect you with experienced therapists who offer care tailored to you. Whether you're navigating mental health challenges, seeking personal growth, or facing a life transition, our team is here to support you in the areas that matter most to you:



**Anxiety & Stress Management**



**Depression & Low Mood**



**Trauma & PTSD**



**Relationship & Family Issues**



**Self-Esteem & Confidence**



**Work & Career Pressures**



**Grief & Loss**



**Neurodivergence Support**

No matter what you're facing, we'll work with you to create a tailored approach that fits your goals and preferences.



# Getting Started

Starting with Hive Wellness is simple and supportive from the very first step. Here's what to expect:

1



## Tell Us About You

Before your first session, you'll either complete an online questionnaire or book a call with one of our team members. This helps us get to know your needs and preferences so we can connect you with the most suitable therapist.

2



## Get Set Up & Connected

You'll receive an email with your therapist's details, your login information, and everything you need to get started. Use your Hive Wellness portal to view your therapist's profile, book sessions, and manage your therapy journey in one place.

3



## Start Your Journey

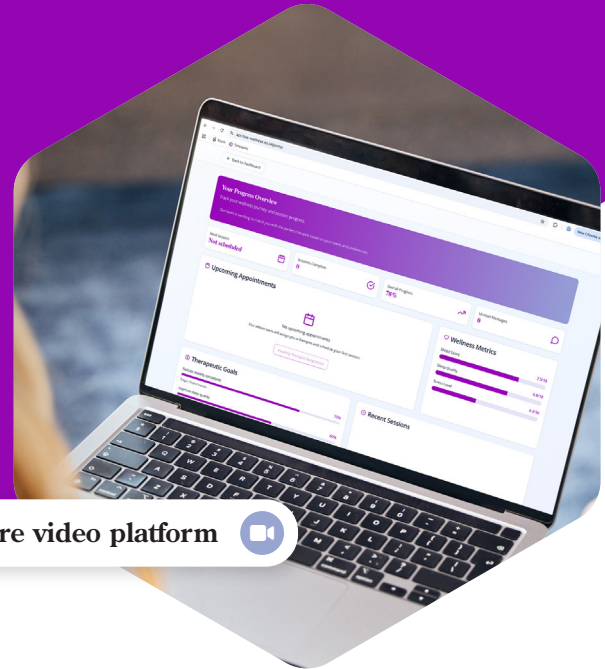
Once your sessions are booked, you're ready to begin. Your therapist will guide you through each stage, with ongoing support, progress updates and space to grow, all tailored to your personal goals.

# What to Expect

A clearer look at your sessions and how we keep things safe and secure.

## Session Format

All sessions are booked using our secure client portal, giving you flexibility and privacy from the comfort of your own space. You can access your sessions from anywhere, making it easier to fit therapy into your routine.



Secure video platform



## Confidentiality & Data Security

Your privacy is extremely important to us. Hive Wellness operates under strict confidentiality policies and follows GDPR and data protection laws.

- ✓ Your sessions are private unless there's a safeguarding concern.
- ✓ Therapists are bound by the ethical codes of their professional bodies.
- ✓ Our platform is encrypted and designed to protect your personal data.

All sessions **must** be conducted through the Hive Wellness platform. This ensures your safety, allows us to offer full support whenever needed, and helps us maintain the highest standards of data protection. Your wellbeing and confidentiality are our top priorities.

# Payment & Pricing

We offer flexible, transparent pricing designed to suit your individual circumstances and session preferences:



**Pay-per-session** if you prefer to book as you go



**Advance payment options** if you'd like to book multiple sessions in one go



**Funding support** may be available via DSA (Disabled Students' Allowance) or Access to Work schemes



## Secure Payments

When you pay for your sessions, your details are stored securely within our system, so you won't need to re-enter them each time you book.

We use trusted providers and industry standard encryption to ensure your financial information remains completely safe and confidential at all times.




**For full details on funding options, visit our website:**

[www.hive-wellness.co.uk/universities-and-dsa/](http://www.hive-wellness.co.uk/universities-and-dsa/)

# Changing or Cancelling a Session

**Sometimes plans change and that's completely okay.**

Our cancellation policy ensures fairness for both you and your therapist. It's designed to be flexible, while also respecting everyone's time and commitments.

		
Over 48 hours notice	24-48 hours notice	Less than 24 hours
No charge	50% fee charge	Full fee charge

You can manage  
or cancel  
appointments  
directly via your  
portal login.





# Finding the Right Therapist

Choosing the right therapist can make a big difference. At Hive Wellness, we take care in connecting you with someone who suits your needs and preferences.



Therapist found



## How We Connect You

We take the time to understand your goals, challenges, preferred therapy style, availability, and how you like to communicate, so we can find a therapist who truly aligns with your needs.



Better fit



## Not the Right Fit?

If it doesn't feel quite right, that's okay, it happens. Just let us know, and we'll help you find someone who's a better fit for you. No pressure, no judgment.



Feel supported



## Support Every Step

Therapy is personal. We're here to make sure you feel supported and confident at every stage of your journey.



# Additional Support & Resources

At Hive Wellness, we believe in supporting your wellbeing beyond therapy. You'll have access to helpful tools and materials through our hive hub, including:



**Tips & Advice** - Practical resources and helpful articles



**Emergency Contacts** - Information on urgent support if needed



**Monthly Webinars** - Covering topics like anxiety, burnout, self-care and more

Follow our journey on Instagram and be part of building a welcoming, supportive community with us:

<https://www.instagram.com/hivewellness.uk/>

These resources support your sessions and everyday progress. We're always adding new content, so check back regularly.

Practical Resources



Emergency Contact



# Need Help?

If you ever need assistance or have a question, our team is here to support you.



## Email

[admin@hive-wellness.co.uk](mailto:admin@hive-wellness.co.uk)



## Website

[www.hive-wellness.co.uk](http://www.hive-wellness.co.uk)

Thank you for trusting Hive Wellness on your journey toward better mental wellbeing. We're honoured to be part of it, and we're here every step of the way.

You'll always have someone to turn to when you need it.

[hive-wellness.co.uk](http://hive-wellness.co.uk)



Hive Wellness

