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FAQs - Clients



What are your opening hours?



TOSPS is open during normal business hours of the UK however access to our on-line Counsellors and Therapists is 24 hours a day. You can select a Therapists who has a Green Banner across their profile photo indicating they are available now for you to book an instant session with them.or if **NO** Green Banner is displayed across a Therapists photo this just means that they are not available at the moment for an instant session, however you can still [Pre](#) **Offline - Leave a message** with them for their next available date by selecting a date from their online diary showing their availability .

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How do I know how much I will be charged?



Each Therapist will display their price in advance, they will clearly show the exact price per session for a 45, 60 and 90 minute session. Therapists may display their prices in their local currency. Always check what currency the Therapists is displaying, it may be Euro, Sterling, USD etc. The price is clearly display with its currency indicated beside the price.

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What if I want extra time



Our therapists only offer 45, 60 or 90 min session slots , if you require more time you can book another session to begin when the current one ends.

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What if my session connections fails



Our system will reconnect you automatically. Just click on the "reconnect to session link" over your video monitor or log back into your account, go to your admin area and click on the Go to session Link again.

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What if I do not get along with the therapist I have chosen.



We recommend that you only book a 45 minute session with a therapist when you first connect, if you do not get along with them you can disconnect your call at any time.

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If I disconnect from a session will I be charged for the time I did not use.



Yes, you will be charged for the full period of the timed session you choose even if you disconnect the call.

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I need to cancel an appointment



You will be able to reschedule a pre-booked appointment by sending an e mail to Info@tosps.com with 24 hours notice.

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Will you store my credit card details on your server



No we do not store credit card details on our server, no therapists or counsellor is allowed to ask you for these details. Your payment details will only be required for use in our merchant cart via Pay Pal.

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Can I book sessions in advance?



Yes you can book as many sessions as you wish in advance. All your booked sessions will be displayed for you in your own private admin area

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Will I be reminded that I have a session booked?



Yes our system will send you out a reminder a few days prior to your booked sessions. However we urge you to make a note of the sessions booked and be ready to begin your session at least 10 minutes prior to the start time.

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Do I need to be over 18 to use the site.



No the site is open to anyone of any age. Each therapists or councillor will ask your age and appropriate advice will be given for people under 18 as to how to proceed.

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Do I need to tell my employer/Doctor or anyone else involved in my life I am having therapy with you?



No, there is no requirement from TOSPS to do so. However depending on the advise given to you by your counsellor or therapists they may advise you to let appropriate people know.

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Will you inform anyone I am receiving therapy?



TOSPS do not disclose their visitors details to anyone, however if the therapist you are talking to believes that you are in a life threatening situation and need to get emergency help to you via the emergency services, e.g if someone is about to end their own life, they will advise the client that they should stay on the line and that they are about to call the emergency services as they are required to do so by law.

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How can I be sure that a therapist will understand my cultural background?



Each therapist will clearly display their cultural background to assist visitors to our site to select an appropriate therapists.

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Can I make notes on my therapy?



Yes we provide a note taking area which will be displayed in front of you during your video call . You can either save these notes or delete them at the end of the session.

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Are all your therapists qualified?



In order to offer a wide variety of prices to suit all budgets our therapists have different levels of qualifications. Their qualification will be clearly displayed to you. Our counsellors and therapists must sign a legal contract with us in which details of their qualifications must be verifiable. Their prices may or may not reflect their qualification and we advise our visitors to read the qualifications carefully.

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