

Fees and Terms of Business

Your trainee therapist: Galina Filipkova

Telephone: 077 605 310 57

E-mail: clearskiespractice@gmail.com

Opening Hours

Wednesday 2.30pm to 6.30pm

Outcome measures

We use various measures to gauge your progress and response to treatment. If you are happy to do so, you may be asked to complete a brief anonymised questionnaire to help the therapist understand your needs, how best to help you and to evaluate outcomes.

Cost of Therapy

Sessions during regular opening hours (Wednesday 2.30pm to 6.30pm)

The therapy is free; however, we ask our clients to contribute to room hire £12.00 per 1-hour session. Longer sessions will be charged on a pro-rata basis.

Sessions outside regular working hours

Sessions outside regular working hours may be available. This is by prior agreement only. An advanced payment of £12.00 for room hire is required before we request the room with the Devereux Centre. Due to varying availability of the room, which is outside of our control, your preferred appointment may not be available in a given week. If so, we will endeavour to arrange an appointment on an alternative day (your 2nd or 3rd choice). Please note, we cannot guarantee that you will always be seen in the same room. If it is not possible to arrange a room, then a full refund will be given unless the client wishes to use this payment towards the next booking.

Please note:

- a) The session fee is subject to revision from time to time. Advance notice will be given of any increase.
- b) Human Givens therapists and therapist trainees aim to meet the needs of their clients in as few sessions as possible and do not charge in advance for a course of treatment.
- c) Any extra work undertaken on the client's behalf, such as writing reports or letters for other agencies will be charged at the standard hourly rate.

Payment Method

Sessions during regular opening hours (Wednesday 2.30pm to 6.30pm)

You will receive an invoice for the room hire via email prior to your appointment. If it is convenient for the client, a bank payment may be made in advance. Bank payment should be made at the latest 3 days after the consultation.

Sessions outside regular working hours

Bank payment must be received **before** we can arrange room hire. You will receive an invoice for room hire via email.

Cancellation Policy

Sessions during regular opening hours (Wednesday 2.30pm to 6.30pm)

Since scheduling of an appointment involves the reservation of time for your individual session, a minimum of 48 hours is required for rescheduling or cancelling client appointments. Unless we reach a different agreement, the full room fee will be charged for session missed without such notification.

In the event of a serious accident, emergency, or other similar situation outside the client's control, please deal with the situation first and notify us at the earliest convenient time, or we will follow up with you typically within 24 to 48 hours of the missed appointment.

Sessions outside regular opening hours

Once we have paid the Devereux Centre for the room hire then there is no refund for sessions outside regular opening hours unless you cancel the session at least 10 days in advance to allow us – in turn - to cancel the booking with the Devereux Centre.

No Show Policy

Where an appointment is arranged and agreed, and a client does not attend that appointment, the room fee will be payable in full.

Your Personal Information

Your personal information will be kept in accordance with the Data Protection Act (2018) and the General Data Protection Regulation (GDPR).

Please see our Privacy Policy (attached) for full details of the information we process.

Governance

The work of this practice is governed by The Codes of Ethics & Professional Practice of the Human Givens Institute. The Institute can be contacted as follows:

The HGI Membership Secretary, Human Givens Institute, Chalvington, East Sussex, BN27 3TD, UK

Telephone: 01323 811662

E-mail: hgi@humangivens.com

The Human Givens Institute's Code of Ethics and Conduct can be viewed at: <https://www.hgi.org.uk/about-hgi/ethics-and-conduct>. If you would like a paper copy of the Policy, please contact the Human Givens Institute.

If any client has comments or concerns, or even a complaint, we ask them to bring it to the attention of the practice by emailing us at clearskiespractice@gmail.com.

If necessary any client is welcome to contact the professional body which regulates us, in the first instance to – The HGI Board Secretary, Human Givens Institute, Chalvington, East Sussex, BN27 3TD, UK