



Fees and cancellations Policy

Counselling and Intervention Services

- Our hourly fee is £50 per hour. You can choose to either pay in a six week block or pay as you go for each session.

Six-week block:

- When paying in advance for a six week block we can offer a discounted rate of £275.
- 24 hours' notice is required to rearrange one of your sessions.
- If less than 24 hours' notice is given, or if the session is missed, then the session will be forfeit and the missed session will need to be repurchased at the full cost of £50.
- In exceptional circumstances a partial refund of block payments may be available at our discretion.

Pay as you go:

- Payment should be made before your session preferably by bank transfer (bank details available on request) or at the beginning of your session by cash or cheque.
- 24 hours' notice is required to rearrange or cancel a session.
- If cancellation or rearrangement is made with less than 24 hours' notice, or a session is missed, then the full cost (£50) of the missed session will still be charged.

If multiple sessions are missed, then your counselling or intervention service may be stopped until regular and consistent commitment can be met. We are flexible, and in exceptional circumstances, incurred costs can be refunded at our discretion.

Other services

All other services provided by Youth Intervention Centre where the standard rate of £50 per hour is not applicable are charged at the rate advertised. Payment is requested before the start of the service and no refund for a missed session will be given unless 5 working days' notice is received. We may, in exceptional circumstances, change this decision at our discretion.