



## Fees and cancellations Policy

### **Counselling and Intervention Services**

- Our hourly fee is £50 per hour for our Psychotherapy/Counselling/Intervention service or £35 for our student counsellor sessions. 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, if you are paying the £50 rate, we offer a discounted cost of £275. If you are paying the £35 rate, a six-week block will be discounted to £200.
- 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 session cost.
- In exceptional circumstances a partial refund of block payments may be available at our discretion.

#### **Pay as you go:**

- Payment should be made in advance of your session preferably by bank transfer (bank details available on request). Where there is a need, we can accept cash or cheque at the beginning of your session.
- If payment is not made in advance of your session, the session may be forfeit at our discretion, and no other sessions will be booked until payment has been made.
- 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 of the missed session will still be charged.

If multiple sessions are missed, then the 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.

## **Failure to pay**

If you fail to pay for a session and have not adhered to the above information regarding payment, we will try our best to come to an amicable agreement with you. If after all our attempts to rectify the situation, you still choose to not pay and you do not contact us, we will look at other ways of regaining our costs. This may include contacting all persons detailed on the risk assessment document or it may, unfortunately, mean that we have to take legal advice and look to the small claims court.

As a small business, the steps outlined in this policy are to ensure that we can continue to run this service to benefit as many people as possible. We spend our time and resources preparing for your sessions and missed payments cannot easily be absorbed into our daily running costs. Taking legal advice will always be our last option but this action will be taken if necessary.