

## Counselling fees and information about cancellation

from January 1st 2024

### ASSESSMENT SESSION

If you are	The assessment will cost:-
On benefits, unwaged or earning up to £20,000	£39
Earnings over £20,000 per year	£49

### COUNSELLING SESSIONS

If you are	Each session will cost
On benefits, unwaged or earning up to £20,000 per year	£30
Earning between £20,000 & £25,000 per year	£36
Earning between £25,000 & £30,000 per year	£41
Earning between £30,000 & £40,000 per year	£48
Earning over £40,000 per year	£55

**CANCELLING SESSIONS** – we cannot offer your appointment or use the room for counselling anyone else so please think carefully about if you are going to be able to attend regularly.

If you cancel with a week or more notice	You will not be asked to pay anything
If you cancel with less than a week's notice but more than 24 hours	You will be asked to pay a £15 cancellation fee (VAT exempt)
If you cancel with 24 hours' notice or less	You will be charged the full amount that you normally pay.

## **ENDING YOUR COUNSELLING**

If you miss two counselling sessions without contacting us to let us know we will write to you and end your counselling contract with us.

You can end your counselling contract at any time - however it is often considered valuable to plan an ending with your counsellor.

If you chose to end with your counsellor because you wish to see another counsellor – you may be invited to an ending session that you can choose to attend. Otherwise we will return you to our waiting list and reallocate you as soon as we can.

## **IF COUNSELLING HAS TO END UNEXPECTEDLY DUE TO A CHANGE IN YOUR COUNSELLOR'S CIRCUMSTANCES**

If your counselling has to end due to circumstances beyond your control, your counsellor will discuss this with you, plan an ending and then ask if you would like to remain in counselling with the service.

If you do wish to continue, it is our policy that clients take a three week break to reflect on the ending with your current counsellor before beginning with another. This three week break will commence when your current counselling ends. We will then return you to our Wait List and you will be given priority for reallocation to another counsellor.