



High Quality Psychotherapy and Mental Health Consultancy

Low-Cost Counselling Subscription Information.

When you join the low-cost service, you will be asked to provide a **£50 deposit**. Which is fully refundable to the original method of payment on meeting the below requirements:

Each month of sessions are paid for in advance by monthly payment on or around the 27th of the month, which entitles the client to (a maximum of 5) sessions the following calendar month.

Payment must be received by direct debit by the 1st of the month in order for sessions to go ahead.

If a payment is not received by the 1st of the month, the client's therapy slot with their allocated therapist may be at risk. Should we discover that your subscription has not been set up and payments have not been received, we reserve the right to request payment for the full cost of your therapy sessions.

Sessions cannot go ahead until the monthly payment has been made successfully and HQ do not offer refunds for sessions that cannot take place due to failed payments. In the event that a payment is declined, the HQ bookkeeping department will contact you to arrange payment.

Refunds

We do not offer refunds on sessions that haven't taken place. If a client receives less than their session package, we will be in contact with the therapist to determine why this is.

As sessions are not refundable, we ask that all therapists rearrange any missed sessions with an online session at a mutually agreeable time, where possible.