

Terms & Conditions

These Terms and Conditions apply to all services provided under Deal and Walmer Counselling Services, including individual counselling, group sessions, and psychoeducational workshops.

By engaging with our services, you agree to the following terms.

1. Services Offered

We are a team of independently registered counsellors and facilitators who offer:

- One-to-one counselling
- Group therapy and psychoeducational workshops
- Support and signposting

Each practitioner is responsible for their own clinical practice and works under a recognised professional body.

2. Booking and Enquiries

Initial enquiries may be received through our shared email or website. These will be treated confidentially within the service and may be viewed by multiple team members to ensure appropriate triage.

Once you are assigned a counsellor or facilitator, they will take over communication and provide you with their own terms of service and policies.

For general enquiries, please contact us at: info@dealandwalmercounselling.co.uk

3. Fees and Payment

Fees for sessions or groups will be clearly communicated prior to booking. Payment methods and cancellation policies may vary depending on the service or practitioner.

Please refer to your assigned counsellor or facilitator for specific payment arrangements.

4. Confidentiality and Data

All practitioners comply with UK data protection regulations (UK GDPR). Your information is held confidentially, unless:

- There is a risk of serious harm to you or others
- There is a legal obligation to disclose information
- You give clear consent for information to be shared

Full privacy and confidentiality policies are available upon request and on our website.

5. Cancellations and Missed Sessions

For one-to-one work, cancellation policies will be provided by your individual counsellor.

For group sessions, please let the facilitator know as soon as possible if you are unable to attend. Missed sessions may not be refundable unless agreed in advance.

6. Conduct and Boundaries

We ask all clients to:

- Attend on time and engage respectfully
- Maintain confidentiality, especially in group settings
- Communicate clearly if they are struggling with the process or have any concerns

We reserve the right to withdraw services if these terms are not respected or if a client's behaviour poses a risk to the wellbeing of others.

7. Changes to Terms

These Terms & Conditions may be updated from time to time. The most current version will always be available on our website or on request.