



## TERMS AND CONDITIONS

Please read carefully before your first appointment

Agreement to the terms and conditions of the KDV MHOT registration form will be regarded as your consent to the following terms and conditions and the sharing of clinical information with health professionals involved in your care on a need-to-know basis.

Sessions are confidential, this is discussed further in your Initial consultation. Your non-clinical details (name, address, date of birth) along with your clinical data, including brief session notes, will be stored in a secure database called Cliniko. KDV MHOT do not keep card payment details.

Your clinical data will only be shared with other clinicians involved in your care if there are safeguarding concerns and you will be notified prior to any sharing of information. Agreement to and attendance at any consultation with KDV MHOT will be regarded as your consent to information sharing with other professionals involved in your care on this basis. Please let KDV MHOT know if your name, address or GP changes so that your details can be updated.

### Individual Therapy Sessions

Therapy sessions are held one to one between the client and the therapist, all discussions are confidential.

Clients must be alone in a quiet space unless it has been agreed to bring another party in prior to the session.

Each session is 50 min to 1 hour in duration

Sessions are held remotely over Zoom or in person in Ruislip (address supplied upon booking first session)

At the end of each session the client is sent an email summary of the session including any worksheets, audio recordings or other relevant materials.

At the end of each session the client and therapist will agree on a date for any subsequent sessions, zoom details for the next session are sent upon receipt of payment of the most recent session.





### **Zoom calls:**

Both parties video function must be enabled for the entire call.

Client must be alone in the room unless agreed prior to session (babies / toddlers are welcome)

### **Fees:**

Individual therapy fees are £135 per 1 hour session.

The summary email sent at the end of the session contains a link to the payment for that session.

Clients are asked to make the payment within 24hrs of the appointment.

### **PANDAS Therapy Courses and Workshops**

Therapy groups and workshops are offered from KDVMHOT in conjunction with PANDAS Foundation. All terms and conditions are agreed between the client and KDVMHOT.

The sessions are held over Zoom and KDVMHOT reserves the right to set the number of attendees at each session.

All participants agree to a group code of conduct which is inclusive of behaviour towards all members and Zoom etiquette. Anyone violating that conduct will be asked to leave the sessions with no refund offered.

Materials provided as part of the course are copywrite and confidential and are not to be passed on to other people outside of the sessions.

### **PANDAS Course / Workshop Fees:**

Individual therapy fees are £200 per course and £45 per workshop.

KDVMHOT and PANDAS Foundation reserve the right to apply discounts at their own discretion. There are no prerequisites for a discount to be offered and they are allocated by order of request.





## GENERAL INFORMATION

KDV MHOT does not offer crisis support or intervention. In the case of an emergency clients are requested to contact their GP, Psychiatrist or local authority crisis support unit such as the A&E department of their local hospital.

KDV MHOT reserve the right to terminate any therapy intervention should circumstances indicate that the intervention is not appropriate or safe for the therapist or the client.

Occasionally in unavoidable circumstances a treatment session at short notice may need to be rearranged. KDV MHOT reserve the right to do this without incurring liability. Please make sure that we have up an up to date mobile number and email address for us to contact you in such circumstances.

Cancellation Policy: KDV MHOT require 24hrs notice for the cancellation of a booked session. Cancellation with less than 24hrs can be charged in full at the discretion of KDV MHOT.

Discretionary Discounts: If finances are a problem for you please make contact as an honest discussion is always possible.

KDV MHOT reserve the right to remove any discretionary discounts to fees, with 72 hours' notice, in circumstances where they are deemed to be no longer appropriate. Late payment of fees will result in discretionary discounts being cancelled.

