



Terms and Conditions

Introduction

Nuance Counselling strives always to offer an outstanding personalised service at a fully competitive cost. Our ethos is to offer respect and dignity to all our clients and a non-judgmental environment in order to empower each individual to make the decisions necessary to achieve lasting change. The work of *Nuance Counselling* adheres to the BACP's 'Ethical Framework for the Counselling Professions' (<https://www.bacp.co.uk/events-and-resources/ethics-and-standards/ethical-framework-for-the-counselling-professions/>) and complies fully with GDPR legislation for the storage of all personal data.

Services

Counselling

Counselling sessions normally last 60 minutes and would typically be held on a weekly basis, although we fully appreciate that clients have varying needs and many other commitments which we shall endeavour to accommodate. We typically contract for six sessions in the first instance after which there is an opportunity to review progress before committing to further sessions. Many clients opt to continue on a rolling basis for 6 sessions at a time with regular opportunities to review progress and re-define their goals. Nevertheless, we fully respect our clients rights to discontinue counselling at any stage of the process.

Advocacy

Some clients request letters of referral to other healthcare professionals or letters of support for legal purposes. *Nuance Counselling* is pleased to provide such support where appropriate which will be charged separately according to the time commitment involved.

Supervision

Supervision sessions for practising counsellors and psychotherapists may be arranged to meet each individual's requirements, the length of sessions and their frequency being dovetailed to your practice.

Attendance

We recognise that, on occasions, it may prove impossible for clients to arrive on time due to circumstances beyond their control. Since appointments are normally scheduled with a few minutes between clients, we regret that we are unable to make up for lost time by continuing sessions beyond the appointed ending but will strive to make full use of the however much time is available.

Venue

Small Thatched Cottage was built around 1600. Although it has many original features and is brimming with character and charm, we regret that it does not always comply with modern day building regulations. Ceilings and beams are low in places and the staircase is narrower than usual. Consequently, care should be taken at all times to prevent accidents. Use of the building is, therefore, entirely at clients' own risk and we regret that *Nuance Counselling* cannot accept responsibility in the unlikely event that injury should occur.

Cancellation of Sessions

We recognise that circumstances change and that it may be necessary to cancel sessions from time to time. We would, however, request that you provide as much notice as possible of the cancellation so that the session may be offered to another client. If a cancellation is made within 48 hours of the appointment, we shall make every effort to fill the cancelled session by contacting those on the waiting list, however, if we are unable to fill the vacant appointment, we regret that we shall have to charge for the missed session.

Fees and Payment

Concessions may be available for students and those with proof of low income, although we regret that only a limited number of spaces is available at any time. Although we always endeavour to keep our fees fully competitive, they will be reviewed on an annual basis: should it prove necessary to increase our fees, at least two month's notice will be provided. Payment may be made either in advance or at the end of each session: cheque, bank transfer or credit/debit card are all acceptable. If clients are not paying personally for sessions, we request that details are provided of the individual or organisation responsible and that clients ensure that payments are made promptly on their behalf.

Copyright

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Privacy Policy

For information on how *Nuance Counselling* handles personal data in a manner compliant with GDPR legislation, please see our privacy notice, which can be found [here](#) in pdf format.

Contact Us

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