



# NeuroTribe UK<sup>®</sup>

## Inclusive Psychotherapy

**Registered Office Address: 12-14 High Street, Caterham, England CR3 5UA**

### **Payment & Cancellation Policy**

This Payment & Cancellation Policy along with our Terms of Business, our Equality & Diversity Policy and our Data Protection and Information-Sharing Policy form our Client-Therapist Agreement.

You can read and download our Equality & Diversity Policy [here](#). You can read and download our Data Protection & Information-Sharing Policy [here](#).

**By accepting an offer of therapy or supervision with us you are confirming that you have read, understood and accepted the following terms and conditions for payment and cancellation:**

**For new clients (within the first 3 sessions):**

- Sessions are considered unconfirmed until paid for in full.

Where a session is unconfirmed, the therapist/ supervisor will

not attend.

### **For All Clients:**

- All sessions must be paid for at least 48 hours in advance.
- Payment can be made through We Are Kiku using the following methods:
  - Credit or debit card
  - BACS
- Please note: Neurotribe UK do not accept cash payments.

### **Cancellations:**

- Sessions must be cancelled by the client in writing by email, direct to the therapist or supervisor. The therapist or supervisor will provide you with their email address during your initial contact with them.
- You can also cancel sessions in writing by email to:  
[info@neurotribe.uk](mailto:info@neurotribe.uk)
- Any session remaining unpaid 48 hours before it is due to take place is subject to automatic cancellation by Neurotribe UK CIC.
- For sessions cancelled by the client less than 48 hours in advance,

the client will be subject to the full session fee.

- For sessions cancelled more than 48 hours in advance, the client is entitled to a full refund less an administration fee of £5.
- Unless in exceptional circumstances, the following circumstances will result in the automatic withdrawal of services:
  - Where the client cancels more than two sessions in a row.
  - Where the client has two or more session fees outstanding.
- An example of exceptional circumstances might be:
  - Where a client or a client's dependent has been admitted to hospital.
  - Where a client has been suddenly made unemployed through no fault of their own.
  - Where a client is claiming bankruptcy.
- 'Exceptional circumstances' will be decided at the discretion of the therapist or supervisor. Please talk directly with your therapist or supervisor if such a circumstance arises.
- Unexpected work meetings, safeguarding emergencies related to work, interviews and other similar events, emergency vet appointments, holidays, vacations, or illness that does not result in hospitalization (except where the client has disclosed a longterm illness, or where a period of illness is related to a client's physical

disability) will not usually be considered exceptional circumstances.

- Client internet malfunctions will not usually be considered exceptional circumstances. Please see the next section for suggestions where this is the case.

#### **For online sessions:**

- To avoid incurring a cancellation fee please ensure you can use a video conferencing app such as Zoom, Google Meets or Whatsapp on your mobile phone in case of internet malfunctions.
- Therapists and Supervisors may offer telephone therapy or supervision as a substitute where the above is not possible.

**If you have any questions about this cancellation policy, you can write to us at: [info@neurotribe.uk](mailto:info@neurotribe.uk)**

**Updated: October 2024**