



Hill Counselling Service

Your Source for Personal Growth

Appointments and Cancellations Procedure

Booking Appointments

The service takes enquiries by phone and email, we aim to respond to client enquiries within 48 hours, this may be slightly longer if the message is left on a weekend. Opening hours do vary and this will be discussed with you, please note the service is not available on weekends or bank holidays.

Eligibility Criteria for Centre Services

Clients need to be aged 11 years or over to access the service. We will carry out a 30-minute initial consultation (see website for current fee) with each client to assess their eligibility for the service, if it is deemed that Hill Counselling Service is not appropriate for you we will attempt to signpost where ever possible. Clients will not be accepted if they are known to the counsellor in another capacity or there may be a conflict of interests in their professional relationship. For clients under the age of 18, with payments being made by a parent or guardian for the service, a signature will be required in order for counselling to commence.

Fees

Current fees are displayed on the website – www.hillcounsellingservice.co.uk. Fees can be paid via BACS or cash, if via BACS this needs to be done 24 hours before the session and cash can be paid at the start of the session. Any increase in fees will be discussed with clients giving at least two months' notice. Sessions in the evenings/weekends will incur an additional charge.

Business Account:

Name: Sarah Louise Hill

Account number: 28347858

Sort code: 23-69-72

Reference: *'Client Name'*

Late Cancellation/No-Show Policy

Counselling appointments which are cancelled less than 24 hours before the start time of the session or if you do not attend without prior warning will incur the full cost of the session, which will need to be paid before the next session is confirmed or within 28 days if this is your final session, or you do not return to the service. We reserve the right to recover any unpaid fees that remain outstanding after 28 days via a debt recovery service. We will

take into consideration individual circumstances and make the best efforts working with the client to recover the money before seeking legal action.

Cancellations can be made via phone, text or email.

After 2 x consecutive missed appointments the service may be revoked. Individual circumstances will be considered.

If Hill Counselling Service need to cancel your session, they will do so with as much advance warning as possible and will attempt to rearrange the appointment within the same week.

Social Media

Sarah Hill (Owner/Counsellor) will not accept any client requests to connect via any form of personal social media.

Out of Hours

Hill Counselling Service is not a crisis service, therefore contact outside of sessions is only reserved for booking and cancellation of sessions.

Should you require urgent mental health support please contact either –

Your GP

[Your local A&E](#)

[Samaritans](#) on 116 123

[The Mix](#) on 0800 8084994 (Under 25's only)

[Give us a shout](#), text 'SHOUT' to 85258