

Terms & Conditions summary information

Confidentiality and Disclosure

The information you share in therapy is strictly private and confidential between you and the mental health professional, and cannot be shared with others without your consent, except in circumstances of high risk to you or others.

Emergency care

The Mental Health Care Collective is **not** an emergency service. Please see the page on our website or our information sheet about emergency services.

Payment of fees

Our fee rates:

- for psychological therapy = £100/hour
- for psychiatric treatment = £100/hour
- for support work = £35/hour

notes:

- *we work as a team, so psychiatric input for example, can often be part of a joint appointment with a therapist, with a single hourly charge*
- *reduced fee rates cannot be offered during our first year of business in 2018-2019 – see website for details*
- *to pay through private medical insurance, please inform us of this and ensure you have authority from your insurer. We cannot offer treatment under BUPA.*

Payment due by BACS *prior* to first assessment appointment, and by monthly invoice thereafter, to:

<i>Account name:</i>	Mental Health Care Collective
<i>Bank:</i>	The Cooperative Bank
<i>Sort code:</i>	08-92-99
<i>Account number:</i>	65860971

BACS bank transfer is our preferred means of payment. Payment by card (not cash) can also be arranged.

Cancellation policy

Cancellations with less than 24 hours (1 business day) notice or failure to attend a scheduled appointment will incur the session fee. We will endeavour to give you as much advance notice as possible of our holidays.

Please see our website: www.mentalhealthcarecollective.org.uk for further information.