



Terms and Conditions: Cup-O-T Wellness and Therapy Services

Fees for Wellness Sessions

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| Personal Wellness Plan | £45 |
| Relaxation | £40 |
| Sleep Boost | £40 |
| Who am I? | £40 |
| De-stress box | £50 |
| Workplace kit | £50 |
| Tea to go | £40 |
| Memory Box | £50 |

Memory Box sessions can also be booked for 2-4 people to create memory boxes together – a personalised quote can be provided.

Fees are subject to regular review and subject to change. You will be notified in advance if fees will be updated.

Mileage costs will be added in addition to the hourly cost.

Payment

Payment is normally made at the end of each session, or paid in advance for a set number of sessions. Cheque, debit card or cash are the only forms of payment we currently accept. The therapist will endeavour to give you as much advance notice as possible in terms of holidays or of any other need to cancel a future appointment.

Cancellation and missed session policy

If you are unable to attend your appointment please let us know as soon as possible. The required notice for cancellation is 48 hours. Where there is less notice, or if you fail to attend your appointment, the full fee will be charged. We hope clients appreciate that it is rarely possible to fill these appointments at such short notice which is why we are obliged to charge for the Therapist's time.

Completing therapy

Wellness sessions are continued on a session by session basis unless you have paid in advance for a set number of sessions in which case the Wellness Session will end on the last paid for session.

Confidentiality

Confidentiality is an integral part of occupational therapy and is seen as essential to building the therapeutic relationship and ensuring the client's sense of safety. The therapeutic process encourages the client to be as open and honest as possible and inevitably personal experiences and sensitive information is disclosed. It is vital therefore that the client can trust that everything discussed will remain completely confidential. All information will remain confidential unless both the client and



therapist agree to discuss something with a third party. The only circumstance where confidentiality might be broken would be if there was a serious risk to the client's life or if another person's life was at risk; alternatively, in the rare instance where the therapist was liable to civil or criminal court proceedings if they did not disclose client information. If at all possible this would be discussed at length with the client beforehand and everything would be done to safeguard client confidentiality.

Handling of personal information

Cup-O-T: Wellness and Therapy Services holds all records securely and ensures the utmost confidentiality in the treatment of any information held about its clients. No information will be disclosed without the client's written permission, except under certain rare legal circumstances (e.g. Child Protection). Catherine Gray and Cup-O-T: Wellness and Therapy Service subscribe to the Health Care Professions Council and Royal College of Occupational Therapists codes of conduct. Copies of these codes, as well as our own Practice Policy, are available on request. Catherine Gray is fully insured for professional liability and maintains regular supervision for all client work undertaken. We have an access to records policy and comply with the Data Protection Act 1988 and General Data Protection Regulations 2018.

HPC Code of Conduct:

<https://www.hcpc-uk.org/aboutregistration/standards/standardsofconductperformanceandethics/>

Royal College of Occupational Therapists Code of Conduct:

<https://www.rcot.co.uk/practice-resources/rcot-publications/downloads/rcot-standards-and-ethics>

Anti-discrimination policy

Cup-O-T: Wellness and Therapy Services is strongly committed to anti-discrimination. It values difference and diversity and does not discriminate on the grounds of age, gender and gender identity, sexual preference or orientation, marital/partnership status, religion, race, colour, national origin, disability, heritage or political belief.

Safeguarding

Cup-O-T: Wellness and Therapy Services has a full policy on safeguarding children and vulnerable adults. This policy is available on request. Cup-O-T: Wellness and Therapy Services believes that a child, young person or vulnerable adult should never experience abuse of any kind. We have a responsibility to promote the welfare of all children, young people and vulnerable adults and to keep them safe. We are committed to practice in a way that protects them.