

Effective Date

1st July 2025

Welcome

Welcome to RB Wellbeing. These Terms and Conditions explain how our therapy services are delivered, what you can expect from us, and what we expect in return. By booking a session, you confirm you agree to the terms outlined below.

1. Services Provided

RB Wellbeing offers:

- 50-minute online one-to-one therapy sessions
- 120-minute walk and talk sessions in natural outdoor settings
- Corporate wellbeing packages and public speaking engagements (by request)

All therapy is provided by a BACP-accredited therapist and follows professional ethical standards.

2. Confidentiality

Your privacy is important to us. All sessions are confidential, in line with BACP guidelines. We will only share information if:

- Required by law
- There is a risk of serious harm to you or others
- A safeguarding or legal disclosure obligation applies.

3. Booking and Payment

- Sessions are booked in advance via our online calendar or by direct arrangement
- Payment is required at the time of booking unless otherwise agreed
- Accepted payment methods: [Add your methods, e.g., card, bank transfer]

4. Cancellation and Rescheduling

Client Cancellations:

- More than 48 hours' notice: Full refund or reschedule
- 24–48 hours' notice: 50% refund or one-time reschedule
- Less than 24 hours / no-show: Full fee applies

Therapist Cancellations:

- You will receive a full refund or priority rescheduling

Note: Life happens. Please communicate early—we aim to be flexible wherever possible.

5. Walk and Talk Therapy Safety

- Sessions held in agreed local outdoor spaces
- In bad weather, sessions may be rescheduled or moved online
- Wear weather-appropriate clothing and footwear

6. Session Conduct

- Please arrive on time—sessions cannot be extended for late arrivals
- Attend in a fit state for engagement (i.e., not under the influence)
- Abusive or unsafe behaviour will result in service termination without refund

7. Emergency Support

RB Wellbeing is not an emergency or crisis service. If you are in urgent distress, please contact:

- Samaritans: 116 123 (UK, 24/7)
- Emergency Services: Call 999
- Your GP or local mental health crisis team

8. Liability

Services provided are for emotional and psychological wellbeing. RB Wellbeing does not provide medical advice and is not liable for indirect damages or outcomes outside the therapeutic process.

9. Feedback & Complaints

Feedback is always welcome. If you have a concern, please raise it directly with us. Formal complaints may also be submitted through the BACP professional standards process.

10. Acceptance of Terms

By booking a therapy session, you acknowledge that you have read, understood, and agreed to these Terms and Conditions.