

TERMS AND CONDITIONS

1. Introduction

Welcome to MindMend Therapy. These terms and conditions outline the rules and regulations for the use of our website and services. By accessing our website and using our services, you agree to comply with and be bound by these terms. If you disagree with any part of the terms, please do not use our site or services.

2. Services Offered

MindMend Therapy provides Cognitive Behavioural Therapy (CBT) and Eye Movement Desensitisation and Reprocessing (EMDR) to residents of the United Kingdom. Our services are designed to support mental health and well-being through evidence-based therapeutic approaches.

3. Eligibility

To be eligible for our services, you must:

- Reside in the United Kingdom
- Be at least 18 years old or have the consent of a guardian if you are under 18
- Provide accurate and truthful information during registration and therapy sessions

4. Privacy and Confidentiality

We are committed to protecting your privacy and confidentiality. All personal information and therapy session details will be kept confidential and only shared with your consent or as required by law. Please refer to our Privacy Policy for more details.

5. Use of Services

By using our services, you agree to:

- Use the services only for lawful purposes
- Not engage in any behaviour that could harm yourself, the therapist or other persons.
- Not share your login details or allow others to access your account
- Attend therapy sessions free of alcohol and other substances which could impair your ability to engage with the therapeutic process.
- Attend scheduled therapy sessions promptly and notify us in advance if you need to cancel or reschedule

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6. Payment and Fees

Our services are provided on a fee-for-service basis. Payments must be made in advance of each session. We accept various forms of payment, and details will be provided during the booking process. Failure to make timely payments may result in suspension or termination of services.

7. Cancellation Policy

You may cancel or reschedule a therapy session with at least 24 hours' notice without incurring any charges. Cancellations made with less than 24 hours' notice will incur a cancellation fee equivalent to the full session cost.

8. Disclaimer and Limitation of Liability

While we strive to provide high-quality therapeutic services, we do not guarantee specific outcomes. MindMend Therapy and its therapists shall not be liable for any direct, indirect, incidental, or consequential damages arising out of or related to the use of our services.

9. Changes to Terms and Conditions

We reserve the right to update or modify these terms and conditions at any time without prior notice. Your continued use of our website and services constitutes acceptance of any changes.

10. Governing Law

These terms and conditions are governed by and construed in accordance with the laws of the United Kingdom. Any disputes arising out of or related to these terms shall be subject to the exclusive jurisdiction of the courts of the United Kingdom.

11. Contact Information

If you have any questions or concerns about these terms and conditions, please contact us at:

•Email: mindmendtherapy@hotmail.com

•Phone: 07867 795507

Thank you for choosing MindMend Therapy. We are here to support your mental health and well-being.