



Service Agreement

By agreeing to engage with Tavistock Relationships to obtain therapeutic services you are agreeing to the terms of our services as set out in this document. Please read it carefully.

1. General information

- 1.1. The Tavistock Institute of Medical Psychology (Tavistock Relationships) is a registered charity and company limited by guarantee (reg no. 00241618), whose registered office is at Hallam House, 56-60 Hallam Street, London, W1W 6JL.
- 1.2. This document outlines the key terms and conditions for clients engaging with Tavistock Relationships for therapeutic services. Please refer to our FAQ document or email appointments@tavistockrelationships.org if you have any questions.
- 1.3. Please read this document carefully, because by registering with our service and booking appointments with us you are deemed to agree with the terms and conditions contained in this document.
- 1.4. This service is governed by the law of England and Wales irrespective of the country in which you reside. Any disputes or disagreements arising from the provision of services under the terms of this engagement will be dealt with accordingly.
- 1.5. Provision of online therapy services to clients outside of the UK may be restricted due to considerations including legal, regulatory and privacy concerns.

2. Registration information & maintaining your data

- 2.1. To access therapy services at Tavistock Relationships all clients are required to complete standard registration information with accurate and current information.
- 2.2. It is the responsibility of the client to notify Tavistock Relationships should contact information including phone number, email, and residential address change during the period in which they are engaged with Tavistock Relationships.
- 2.3. Clients should only register the details of a partner for couple therapy where they have permission to share this information with us.
- 2.4. When registering, clients are asked to complete intake questionnaires including providing details of medical practitioner with whom they are registered. The data provided will be protected in accordance with our data management policies and only used for the purpose of enabling us to provide the services, or to keep you safe (refer clause 8 for more information). You can view our Privacy Notice at <https://tavistockrelationships.ac.uk/privacy-clinical>.

3. Consultation (your initial appointment)

- 3.1. Consultation appointments are made available at different rates depending on the type and time of the consultation appointment. Typically, the full fee is payable at the time of booking your consultation.
- 3.2. Consultation appointments classified as “Reduced Fee”, are for those people who would be unable to access our services at the standard fee or higher fee rates.



- (a) These appointment types require a £50 deposit, payable at the point of booking to secure the appointment.
- (b) During the initial appointment, the therapist will agree with the client(s) a total fee for the session, based on what is affordable to the client and the pre-paid deposit will be deducted from this total charge. Any remaining balance will be invoiced via electronic invoicing and payment is required within 5 calendar days of receiving the invoice.

3.3. Sometimes we are unable to provide help to clients on an ongoing basis, because we feel that the services we provide are not likely to meet their needs at that time, due to the particular challenges they are experiencing, or because we do not have suitable therapists able to undertake the work in a reasonable time frame, or at times that suit the client. We find that most clients gain a lot of value from the consultation process, and we do try to refer people to more appropriate sources of support where we are unable to help. This assessment work which TR undertakes needs to be resourced, and so unpaid fees due for the consultation will remain payable in the event we are not able to assist you beyond the initial consultation.

3.4. In the event a booked consultation appointment can no longer be attended, 7 days' notice is required to transfer or enable us to refund fees paid.

3.5. Where ongoing therapy with Tavistock Relationships is clinically appropriate, clients will be placed on a waiting list for a suitable ongoing therapy vacancy. Further appointments will not be arranged where fees are outstanding.

4. Ongoing therapy services

4.1. Unless otherwise indicated, once you are allocated an ongoing therapist, sessions are open-ended and will take place weekly. Therapy will usually take place at the same day and time each week. This consistency and regularity in session times is an important aspect of the therapy process.

4.2. For therapy taking place in person at our London centres, it is expected that therapy will take place in person, unless there is a change in the government guidance, necessitating the work be moved online.

5. Fees & Payment arrangements

5.1. Tavistock Relationships is a Charity registered in England & Wales. We seek to provide both paid and charitable services to UK residents. Any amounts paid by our clients that exceed the cost-of-service are used in the delivery of charitable services for others.

5.2. When accepting an offer of ongoing therapy with us, you will be sent a confirmation email confirming the fee which you have agreed to pay for your ongoing sessions.

5.3. Where clients are seen as a couple, the couple will be jointly and severally liable for the fees charged. Invoices and statements will be sent to both partners, via email.

5.4. For UK-based clients, we offer several payment options to suit our clients:

- (a) Weekly Invoicing - each week an invoice will be sent to you on the day of your appointment. Payment is due immediately upon receipt and can be made online by card or via a direct debit agreement.



(b) Monthly invoicing - you will be invoiced at the start of each calendar month for all appointments scheduled that month. Payment is due by the 15th of each month and can be made by card, direct debit agreement or direct credit to our account.

5.5. For international clients we require direct debit agreements to be in place authorising us to make a charge against your nominated account for the invoiced amounts.

5.6. Where accounts fall into arrears, therapy may be stopped until payment is received.

6. Cancellations and missed appointments

6.1. Clients are required to pay for sessions each week, including on occasions when they are unable to attend. The therapy requires a regular commitment that you can rely upon over time. This means that we reserve a weekly slot with a dedicated therapist and when you cancel a session, this slot cannot be offered to anyone else.

6.2. If clients are unable to attend scheduled in person sessions at our centres due to COVID-19 government requirements to self-isolate, Tavistock Relationships will, where possible offer a one-off online session in place of the in-person appointment.

6.3. Where the therapist cancels the appointment due absence or technical difficulties, no fees will be charged for the session.

7. Privacy (online therapy services)

7.1. Online therapy services are provided using the Zoom platform which is a secure, confidential, and reliable video software platform.

7.2. Tavistock Relationships aims to provide the highest practical levels of client confidentiality using end to end encryption, we regret we are unable to guarantee complete confidentiality under all circumstances. Monitoring or intrusion by state agencies or by computer service providers operating under state direction may in certain jurisdictions pose a threat to client confidentiality.

7.3. Clients attending online sessions, should ensure they have devices which meet the required technical standards including a reliable internet connection, video camera and microphone. It is the responsibility of the client to ensure the device used to connect to the therapy session has appropriate security software for privacy purposes.

7.4. Online therapy sessions should take place in a private setting to ensure conversations are not overheard. In the event the therapist deems the setting to not be sufficiently private, the session will be terminated, and fees may still be due.

7.5. Recording sessions without the explicit consent of both therapist and the client(s) will be considered as breach of this service agreement

8. Equality and inclusiveness in our service

8.1. Tavistock Relationships believes that everyone should have access to the support they need. Tavistock Relationships is an organisation open to all.

8.2. We do not discriminate - regardless of age, disability, gender reassignment, marriage and civil partnership, race, religion or belief, gender or sexual orientation.

8.3. Tavistock Relationships believes that Equality and diversity are key components in the delivery of quality support services. Equality and diversity in an integral part of



our service planning.

- 8.4. Our staff have a responsibility to reject racism and promote equality and diversity across all areas of our work, providing a service that is fair, personalised and diverse with individual differences and perspectives being acknowledged, understood, valued and celebrated.
- 8.5. Our service users are treated fairly and equally with dignity and respect. If you have any concerns at any time that the service you are experiencing does not treat you with fairly and with dignity and respect, please contact us using our feedback or complaints process as set out in clause 12.

9. Training institution & continuous service development

- 9.1. Tavistock Relationships is a Training Institute that provides clinical training opportunities for therapists in specialised and advanced trainings.
- 9.2. Clients may be seen by a therapist undertaking advanced clinical training under the close supervision of a senior therapist.
- 9.3. Clients will be asked to provide feedback on their experience of our service during the therapy. The information gathered is stored as non-identifiable data. We use the data to understand if we are making a difference for our clients and to inform the development of new services and therapeutic modalities.

10. Confidentiality & communication

- 10.1 Tavistock Relationships adheres to a professional code of ethical standards which includes the principle of confidentiality. We will not disclose information about you to a third party without your agreement, except:
 - 10.1.1. In situations where there was serious and significant concern about harm to you or someone else. Disclosure would normally be discussed with you beforehand.
 - 10.1.2. Where legally required to disclose information.
- 10.2 If you are seen as a couple, we would normally expect that information can be shared between you and this includes information communicated in intake and routine outcome monitoring questionnaires. When contacting you by email, we would usually email both of you together.
- 10.3 On a voluntary basis, we would like the opportunity to share your experiences of our service in communications about the service on website or media, to raise awareness of the service and encourage others to seek help. Nothing would be published without your express consent.

11. Review processes and ending the work

- 11.1. Due to the open-ended nature of some of our therapy services, your therapist will review whether continuing ongoing sessions is clinically indicated and where appropriate work with you toward a planned ending to the therapy.
- 11.2. Where the designated country of residence of the client changes from UK to non-UK, your therapist will review what help will be most suitable going forward. In some situations, this may mean transferring to a different



therapist and/or a review of session fees.

11.3. Clients can end therapy by notifying their therapist providing 7 days' notice. We recommend that an ending date is agreed, and the work brought to a close at that final session.

11.4. All unpaid invoices, including those for cancelled or missed appointments in accordance with clause 6, prior to the final therapy session. Where a final session does not take place, all unpaid invoices must be paid within 7 days of the notification of therapy ending.

12. Feedback and Complaints

12.1. If you are unhappy with the therapy you are receiving, or with any other aspect of your contact with Tavistock Relationships, it may be helpful to discuss this with your therapist in the first instance. If you would like to discuss your concerns with someone else, please let us know appointments@tavistockrelationships.org. We appreciate any and all feedback about any aspects of our service.