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Therapeutic and Counselling Service

Terms of Business for Individuals

1. APPOINTMENTS

1.1 You will be offered an initial appointment with one of The Keil Centre's Chartered Clinical or Counselling Psychologists to determine the nature of any difficulties you are experiencing and what input or treatment is appropriate.

1.2 If our psychologist is of the opinion you could benefit from further input, they will suggest a course of treatment. Typically, a series of six to twelve appointments is recommended depending on your circumstances. During this period, your progress will be reviewed on an ongoing basis.

1.3 If you have been referred to The Keil Centre for an assessment only, at the end of the appointment your psychologist will advise you of their opinion and recommendations but not offer any follow up input unless subsequently requested by the referrer.

1.4 Appointments consist of 50 minutes consultation with the psychologist, plus 10 minutes for treatment planning, correspondence, and liaison with the psychologist and The Keil Centre team.

1.5 At The Keil Centre, *children under 16* are seen only by psychologists who specialise in working with children. Prior to offering an appointment, The Keil Centre will request initial details through a registration form for review by the psychologist. Initial appointments for children of this age will include the parent and /or the child.

1.6 Appointments are usually held at regular intervals, although this may vary according to your needs.

1.7 If at any point, you decide you do not wish to pursue the recommended treatment plan, this is entirely at your discretion. You are under no obligation to attend the suggested number of appointments provided you are outwith The Keil Centre's cancellation terms.

1.8 In the unlikely event one of our psychologists must cancel a scheduled appointment due to illness or other unusual circumstances, the team will contact your preferred telephone number and/or email address as soon as possible to let you know and to arrange an alternative appointment.

1.9 Please note that it is your responsibility to ensure that The Keil Centre is given a contact number where they can leave a message.

1.10 The Keil Centre will not charge for any appointment that they are obliged to cancel but will also not be held liable for any costs incurred by you due to an unforeseen cancellation on our part.

1.11 Please inform us in advance if you have any special needs in relation to accessing the services of The Keil Centre, particularly any difficulty with stairs. We will do our best to ensure your needs are met.

1.12 Clients covered by Private Healthcare Insurance should contact their insurance provider prior to booking an appointment with The Keil Centre. Insurer's will confirm coverage for psychological treatment, approved psychologists, required authorisation codes and excess fees, and number of sessions covered under their policy. This information will be needed at the time of booking an appointment.

2. CONFIDENTIALITY

2.1 The content of appointments at The Keil Centre is strictly confidential. Psychologists will not discuss the content of any appointments with any third party without your prior consent.

2.2 Should we wish to correspond with your GP and other medical specialists involved in your care, we will request your verbal consent. This allows us to inform them of our opinion and any recommended treatment plan and helps ensure that our input complements any other treatment you are receiving.

2.3 If you have been referred by an organisation, we will write to them with your consent to advise of our opinion and treatment plan and to update them of your progress.

2.4 The only circumstances under which we are entitled to breach confidentiality without your prior consent is if we are of the opinion that you may pose a significant risk to yourself or others.

2.5 In the case of a court subpoena, we are legally obliged to give all notes requested without your direct consent.

2.6 We only supply notes to lawyers or other organisations such as the Criminal Injuries Compensation Authority (CICA) if the request is accompanied by a consent form signed and dated by you.

2.7 Clinical notes are stored digitally in a cloud-based practice management system accessible only by designated individuals through secure user authenticated login.

2.8 If you have been referred to us by your employer or an insurance company and they request a written report, this will be discussed with you and supplied subject to the conditions specified in the Access to Medical Records Act, 1988. We can supply details of the terms and conditions laid out in this Act on request.

2.9 Dependents/Young Adults: Under Scottish Law, a client aged 16 and over has full legal rights and capacity (Age of Legal Capacity (Scotland) Act 1991). If the need arises to share information with a parent/guardian, consent will be needed from the client (young adult). For the purposes of The Keil Centre's psychologist treatment, young people under the age of 18 will be placed with a young person/child psychologist.

3. PAYMENT TERMS

3.1 Each 1 hour appointment is £165. VAT (Value Added Tax) is not applicable.

3.2 Payment is due on the day of the appointment. An invoice will be sent on the day of your appointment and can be made online using the link provided on your invoice.

3.3 Square typically takes 2-7 working days to process a refund and send it to your bank. It can take another 2-7 working days for your bank to post the refund.

3.4 If your employer is paying, we can invoice your employer directly, and no payment is required by you if we have appropriate authorisations from them **prior to your appointment**.

3.5 If you have private insurance, we can invoice your insurance provider directly for your appointments if we have appropriate authorisations from them **prior to your appointment**.

3.6 ***Specialist reports and letters:*** If a specialist report is needed (e.g., for legal purposes), this will be charged for separately at our hourly rate (£165 + VAT). Please note: a minimum three weeks' notice may be needed to produce reports.

3.7 ***Other support***: Any agreed phone calls, meetings, or discussions for 30 minutes or more, out with normal appointment times, will be charged to you at our hourly rate.

4. CANCELLATIONS AND MISSED APPOINTMENTS

We charge for late cancellations and missed appointments. Cancellation charges are as follows:

- Cancellation >48-hours before your appointment: No charge
- Cancellation <48 hours before your appointment: 50% of appointment rate
- Non-attendance without notice: 100% of appointment rate

Chiara Amati
Director

Richard Scaife
Director

Nicole Gray
Director

Last updated January 2026