

# Emotion Speaks

## Therapy Information Pack

Please find below an accessible summary of key therapy business terms for quick reference for new starters or for those already receiving therapy with Dr Anna Oldershaw at Emotion Speaks Ltd and who wish to check important details. Please note, this information pack is not a replacement for the full business terms which are available on the Emotion Speaks website or available offline from Dr Anna Oldershaw. You will be asked to read in full and agree to those business terms before beginning therapy.

### THERAPY LOCATION

Therapy is available online or in person.

- ★ *Online therapy* will take place via video Zoom video platform, unless otherwise specified.
  - You will receive a recurring online link ahead of your first session
  - You will be sent an email reminder of your session and your online link each week at least 24 hours in advance of your appointment time
- ★ *In person therapy* will take place at purpose-built therapy rooms in Sevenoaks, unless otherwise specified:

*Fern House, 119A Wickenden Road, Sevenoaks, TN13 3PW*

### FEES - Self-funded sessions

- Sessions are charged at £130 for a 50-minute therapy appointment.
- Fees are payable in advance before each session by BACS payment, unless otherwise agreed. You can pay:
  - By BACS transfer to the following account (UK only)

Name:	EMOTION SPEAKS LTD
Bank:	Monzo Business
Sort Code:	04-00-05
Account Number:	46179438
  - By Stripe link provided by us
- You will be invoiced for your sessions on the Friday of the week before an agreed session.
- You will receive reminder emails 48 hours before each session with a copy of your Zoom link.
- This is payable immediately and no later than 48 hours before your agreed session.

- Please use the reference on your invoice to enable your payment to be easily confirmed.
- For clients with an agreed therapy plan, other invoicing arrangements such as paying monthly can be discussed.

### FEES - Bupa-funded sessions

- We require your Bupa pre-authorisation code before sessions begin.
- We are not privy to your agreement with Bupa.
- You will be responsible for the full fee for any sessions that Bupa does not cover. This includes any sessions cancelled without 48 hours notice since Bupa does not cover cancellation fees.

### CANCELLATION & HOLIDAY POLICY

- We request 48 hours' notice of session cancellation please.
- For cancellations made with fewer than 24 hours' notice, a full session charge will apply. Cancellations made with 24 to 48 hours' notice will incur a charge of 50% of the session rate.
- We will provide you with at least 2 weeks' advanced notice of planned absences, such as holidays.
- In the event of planned absences or cancellations, we will always try to rearrange your session for another day/time in the same week to avoid cancellation fees and/or gaps in your therapy.

### BUSINESS HOURS & OUT OF HOURS SUPPORT

- If you need to contact us between appointments please do so by email on [enquiries@emotionspeaks.co.uk](mailto:enquiries@emotionspeaks.co.uk) or by contacting your therapist directly.
- Our working hours are Tuesday and Wednesday from 9am to 3.30pm. We aim to respond to emails within 24 hours.
- **We do not provide therapeutic or crisis support outside of therapy sessions.** If you need immediate support:
  - Contact your GP or call 111 for medical advice.
  - Call Kent & Medway Urgent Mental Health Support on 0800 783 9111 (for adults based in Kent).
  - Call 999 or go to your nearest A&E in the case of immediate danger.
  - Contact the Samaritans for all mental health difficulties via [samaritans.org](https://www.samaritans.org) or by calling their free helpline 116 123, available 24 hours a day, every day of the year.
  - Contact BEAT for eating disorder difficulties by visiting their website for 24 hour access to information resources [beateatingdisorders.org.uk](https://www.beateatingdisorders.org.uk). You can access their online chat or call their free helpline 0808 801 0677, 3pm-8pm Monday to Friday.