

Terms & Conditions of Service

1. Protecting your Privacy

Mind Un-tied are committed to protecting your privacy when dealing with your personal information. The following privacy policies outline your rights as well as the ways in which Mind Un-tied collects, uses and protects your data. If you have any questions about how Mind Un-tied handles your data, please feel free to contact us at info@minduntied.com

- Click [here](#) to read our client Privacy Notice
- Click [here](#) to read our Cookie Policy ([https://Mind Un-tied .com/cookies-policy/](https://Mind-Un-tied.com/cookies-policy/))

2. Client Responsibilities Before Attending an Appointment with Mind Un-tied

By booking an appointment with Mind Un-tied you agree to complete the following:

To complete a client referral form prior to your appointment and send this back to us in a timely manner. Your appointment cannot go ahead until this information is received from you, completed in full.

- You agree to complete and return to us before the appointment date all the appointment related forms that Mind Un-tied sent to you that the therapist or coach will need to carry out your assessment effectively.
- You agree to our payment and cancellation policies
- You agree to the following terms.

3. Mind Un-tied Services, Fees and Cancellation Policy

3.1 Payment Terms

All appointments and services with Mind Un-tied are chargeable and payment will be required to be paid in full by the client at least 48hrs before an appointment - this is applicable for all appointments (unless otherwise stated). If the appointment is booked less than 48hrs in advance then payment is due immediately upon booking the appointment. It is the client's responsibility at all times to ensure that payments are made on time and kept up to date. If at any time you are struggling to make the payment or keep up with any payment plans previously agreed, you should contact Mind Un-tied so that we can arrange a payment plan for you. Any outstanding balances that are not settled within 30 days of the appointment without previous agreements in place for repayment will be passed to a collection agency for collection away from Mind Un-tied .

If meetings with external agencies, regarding your care, are required at any time from a professional at Mind Un-tied , additional costs will apply. These costs will be discussed with you before any external agency meeting goes ahead.

3.2 Paying by Card and our Automatic Payment Collection Service

Mind Un-tied can process payments for you automatically 48hrs before the appointment and this can be set up with you at the time you book your first appointment and make payment. We take payments via Stripe. You can choose to manually make your payments before each session, however we recommend setting up auto payments with us to avoid any disruption to your sessions. If you would like to opt-out of this at any time you will need to contact us to request this. Your details are stored securely through Stripe's payment terminal. It will then be your responsibility to ensure that these payment details are kept up to date and Mind Un-tied are notified of any changes before the appointment takes place and payment then becomes due.

****Please note our cancellation policy below.**

Follow-up and any additional appointment types: All appointments with Mind Un-tied are chargeable and payment will be required to be paid in full by the

client 48hrs before the day of the appointment for all follow-up and additional appointments. It is the client's responsibility at all times to ensure that payments are made on time and kept up to date.

Mind Un-tied securely stores your payment details and processes an automatic payment for you 48hrs before each appointment you attend in the future. Mind Un-tied do not keep credit card details such as name, credit card number, card expiry date, CVV code and billing address. Mind Un-tied use Stripe payment provider, who keep this information secure. Note that third-party payment processors may keep this information in accordance with their privacy policies and terms.

It will be your responsibility to ensure that payment details are kept up to date with us at all times, and you must let us know if you wish to change the card or would like to pause automatic payments at any time.

If you choose to opt-out of using the automatic payments service, then our Terms and Conditions require you to ensure that you contact us to settle payment in full on or 48hrs before the day of the appointment.

3.3 Paying by Bank Transfer

If you have requested to pay by bank transfer, the full amount is required to be paid in full to secure the booking. This applies to both initial appointments as well as all follow-up and additional appointment types:

****Please note our cancellation policy below.**

3.4 Insurance Cover

Mind Un-tied do not currently accept insurance cover unless the client pays for their sessions and claims the amount back from the insurer. Mind Un-tied are happy to provide special invoices and/or receipts to enable clients to claim some or all of the costs back. For more information please contact info@minduntied.com

4. Cancellation Policy

If you are unable to attend your appointment, you agree to let us know at the earliest opportunity. Mind Un-tied operates a 48-hour cancellation policy. If you wish to cancel your appointment, you must email or call us at least 48 hours before the appointment scheduled time and you will not be charged for this appointment.

Email: info@minduntied.com

Call us: 01455 242 797

Bookings made less than 48 hours before the scheduled appointment time will not be eligible for any refunds.

Any cancellations made with less than 48 hours' notice will be fully charged at 100% of the appointment fee and the client will not be eligible for any refund.

4.1 Late Policy

To provide the best possible service to all our clients, Mind Un-tied asks you to contact us and your practitioner directly, if you are unable to attend your appointment on time so we can make all necessary arrangements to ensure the appointment can still go ahead. Mind Un-tied will try to accommodate you as best as we can, but you may be asked to reschedule your appointment or wait for a later available slot so that this doesn't disrupt the remaining appointments scheduled that day.

If you are more than 10 minutes late for your appointment without our prior agreement, Mind Un-tied may consider you to have failed to attend, in which case, you will not be eligible for a refund.

4.2 Failure to attend

If you fail to attend your appointment or are more than 10 minutes late to the scheduled start time of the appointment, you will be deemed to have missed

your appointment. You will not be eligible for a refund of any prepayment or deposit.

5. Refunds

Refunds where applicable can only be made to the card originally used to make the original booking. Mind Un-tied will aim to process your refund upon request and approval of terms immediately, however this may take up to 10 working days for the refund to appear on your statement depending on your bank. Mind Un-tied is not in control of this and will ask that you check this with your bank or card provider.

6.Virtual appointments

All appointments at the current time will be conducted by video call.

To ensure this works smoothly, Mind Un-tied will send you the direct link to access your video appointment. You will need to click the link at the time of your appointment. Your therapist or coach will be present on the session.

Any questions please email: info@minduntied.com or call on 01455 242 797.

7. Declaration

By booking an appointment with Mind Un-tied you confirm:

1. The information provided is, to the best of your knowledge, accurate and complete. You are required to complete a client Referral Form or speak to one of our specialist team members prior to your appointment.
2. You understand that where your appointment is with one of our practitioners (therapists or coaches), they are directly liable for the care they provide you.

3. You understand that by booking an appointment online, Mind Un-tied may contact you using the details you have provided to discuss your care or appointment booking. This may be from a Mind Un-tied employee.
4. You understand that payment will need to be made at least 48hrs prior to your session commencing and that your session may be cancelled if payment is not received by this time.
5. If you wish to cancel your appointment, you must email or call us (Mind Un-tied) or contact your therapist/coach at least 48 hours before the appointment scheduled time and you will not be charged for this appointment. If you contact us after the 48hrs has lapsed you will be liable for the full payment of your session.

8. Zero Tolerance Policy

Mind Un-tied are committed to providing a high quality of care for our clients. The welfare of clients and staff rely on establishing a good relationship between the clients, those working at Mind Un-tied and our practitioners. Therefore, to protect both the staff and clients, Mind Un-tied respectfully highlights the following inappropriate behaviours that will not be tolerated:

- Swearing
- Threatening or abusive behaviour
- Intoxication
- Verbal or physical abuse
- Inappropriate advances to our staff

Mind Un-tied have a zero-tolerance policy towards such behaviour, particularly threatening or violent behaviour towards anyone associated with our Services. Mind Un-tied reserves the right to terminate an appointment (and call for police assistance if deemed necessary) with anyone behaving in such a manner.

9. Your Personal Data

Mind Un-tied collects and processes personal data from all our clients, including:

- Personal data: basic contact information: name, date of birth, gender, address, email and GP contact details.
- Sensitive personal data: presenting problem information, therapy, psychology and psychiatry records (specialists notes, letters, reports, and/or outcome measures.)
- If you complete a Mind Un-tied website-based enquiry form, Mind Un-tied will also collect any information provided to us.
- Payments: Mind Un-tied do not keep credit card details such as name, credit card number, card expiry date, CVV code and billing address anywhere within our systems. Mind Un-tied use Stripe payment processor, who keeps this information secure. Note that third-party payment processors may keep this information in accordance with their own privacy policies and terms.

GP Details - You may be required to provide details of your GP name and address or a contact number to Mind Un-tied within your registration form or contract with your chosen therapist/coach, and these details must be kept up to date at all times. You will have the option to select if you authorise or do not authorise Mind Un-tied to contact your GP, and Mind Un-tied will follow this instruction. In the event of an emergency or safeguarding alert Mind Un-tied are legally required to contact your GP and will do so only under these circumstances.

Mind Un-tied will not be liable for any harm or loss that may arise in not having such details disclosed.

Sharing information between Mind Un-tied Healthcare professionals providing you with care and treatment -

Mind Un-tied takes your privacy extremely seriously. We will only use your personal information to provide the services you have requested from us.

If you do not provide the personal information requested, Mind Un-tied may be unable to provide the appropriate services to you.

Mind Un-tied uses the information that we collect from you to:

- Provide our services to you.
- Process payments for services.
- If you have opted into our email updates, Mind Un-tied may send you information about our services that might be of interest to you. You have the right to opt-out at any time and request that your personal contact information be deleted to prevent further proactive contact from us.
- Mind Un-tied work with partners who provide us with analytics. This helps us understand how users interact with our service and measuring its performance. Cookies and similar technologies may be used to collect this information.
- Mind Un-tied will inform your therapist or coach of the time and date of your appointment. They will also have access to your profile that contains your name, date of birth, your presenting problem and possibly GP details.
- Mind Un-tied will also use the information to confirm your scheduled appointment and send you an automated notification before the start of your session.
- Mind Un-tied may also use your information to process a refund if necessary.

Please note, Mind Un-tied are required to keep your information for at least 8 years following discharge or from when the client was last seen. Whilst the GDPR is clear that records should not be kept longer than is necessary, there may be other indications for keeping the records, such as intimation of a claim, or serious incident, so all records should be reviewed before proposed secure destruction.

Mind Un-tied will not share your personal information with third parties for marketing purposes. Please refer to our Privacy Policy on our Mind Un-tied website – [here](#)

Mind Un-tied CAN NOT PROVIDE EMERGENCY SERVICES OR SUPPORT



As Mind Un-tied don't provide any emergency services, please contact 111, or Samaritans on 116 123 in the case of an emergency.

If you have any further questions, please do not hesitate to contact the admin team on 01455 242 797 or email [info@minduntied .com](mailto:info@minduntied.com)