



Terms and Conditions

TERMS OF ADMINISTRATION

1. Select Psychology Ltd is registered to provide mental health services and works with independent mental health practitioners to deliver these services.
2. Select Psychology Ltd does not operate a service that can support mental health needs outside of planned therapy appointments, if you feel you may be unsafe or risk to yourself or others you can:
 - Contact your GP and ask for an urgent appointment
 - Call NHS 111
 - You can go into any A & E
 - You can call an ambulance to take you to A & E
3. Select Psychology Ltd will not accept liability for any loss or damage to any personal items or valuables.
4. Select Psychology Ltd has in place a complaints procedure and confidentiality and consent to share policy, which are available on request.

1. Payment Terms

If a third party or insurer has agreed to pay your account or part of your account, any balance outstanding if the third party or insurer does not pay the account in whole or in part will be your responsibility and must be paid by you in accordance with this paragraph. Select Psychology Ltd requires all patients to settle any outstanding unspecified amounts in respect of:

- Services where the clinic does not deal directly with the patient's insurer.



Terms and Conditions

- Services, charges, related expenses and any policy excess not covered, in whole or part, by the patient's insurance company, or in the case of patients paying for their own treatment, services charges and expenses not covered by the terms agreed for their treatment.

2. Insured Patients

2.1. Direct Settlement Scheme: it is your responsibility to check with your insurer that you have adequate cover. We will try to help you do this, but only your insurer can confirm that your cover is adequate. If your insurance company operates a direct settlement scheme, Select Psychology Ltd will send all invoices to the insurance company for payment on your behalf. So that we can do this, you will need to obtain pre-authorisation in advance of the treatment that you are to receive. If your insurance company does not pay the invoiced amount in full within 60 days, any outstanding balances will be notified to you by letter. You will have 10 days from the date of our letter to query this outstanding payment before you are sent an invoice for the outstanding balance. A receipt will be provided on request.

2.2 No Direct Settlement Scheme: If your insurance company does not operate a direct settlement scheme, or if you are unable to provide us with details of relevant authorisation, you must pay for the services on the day of your appointment as described for self paying clients.

3. Self-Paying Patients

If you are not using insurance to settle your account we will require payment no later than the day of your appointment. In advance of your appointment date we will send you an invoice which will contain a link to a secure payments page allowing payment by debit/credit card. We do not accept cash or cheques.



Terms and Conditions

Should we not receive payment by the day of your appointment we reserve the right to take this payment automatically using the payment method stored on our secure payment system. Should we not receive payment, or be unable to retrieve payment we reserve the right to assign a third party to recover any outstanding debts or accounts due to Select Psychology Ltd.

4. Payment by Third Parties excluding Solicitor Requested Work

If your company, employer or other third party, agrees to pay your account, a letter/ email of authority must be produced in advance of your first appointment. The letter/ email will need to confirm that your account will be paid in full within 30 days from the date of each appointment. Should the company, employer or other third party not pay the account in full within 30 days from the date you were discharged, outstanding balances will be notified to you by letter. You will have 10 days from the date of our letter to query this outstanding payment before you are sent an invoice for the outstanding balance. A receipt will be provided on request.

5. Cancellation Terms

If you do not provide more than 48 hours' written notice of cancellation from the start of your planned appointment (irrespective of the reason for cancellation) you will be liable for payment in full for that appointment. If you arrive more than 30 minutes late for an appointment, the appointment will be forfeit and you will be liable for the full cost of the appointment. Should we not receive payment by the day of your appointment we reserve the right to take this payment automatically using the payment method stored on our secure payment system. Should we not receive payment, or be unable to retrieve payment we reserve the right to assign a third party to recover any outstanding debts or accounts due to Select Psychology Ltd.



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FINANCIAL AGREEMENT

1. I agree to pay for any and all services provided by Select Psychology Ltd in accordance with Select Psychology Ltd terms of business set out above. I also agree to pay for any and all personal expenses.
2. If my treatment is covered under my insurance policy I authorise Select Psychology Ltd to submit claims relating to my/the patient's treatment to my/the patient's insurer on my/the patient's behalf.
3. If a third party or insurer has agreed to pay my account or part of my account I agree to pay any balance outstanding if the third party or insurer does not pay the account in whole or in part.
4. Select Psychology Ltd reserves the right to assign to a third party any outstanding debts or accounts due to Select Psychology Ltd for the purpose of recovery of the same by that third party.
5. I understand that I will be liable to pay fees for cancellations or changes to appointments where 48 hours written notice has not been given in accordance with the cancellation terms.
6. If you do not make a payment by the day of your appointment then Select Psychology Ltd reserve's the right to collect payment automatically using your securely stored card payment details provided at your initial booking.

Please Note: We accept most major debit/credit cards. We reserve the right to charge transaction fees on business debit/credit cards. Unless otherwise agreed Select Psychology reserves the right to vary charges without prior notice.

Select Psychology Ltd, 1 Tynemouth Road, North Shields, NE30 4AY (Registered in England and Wales Number: 9395957)