



Kerry James Therapy

T: 07939 942471

E: kerryjamestherapy@outlook.com

W: www.kerryjamestherapy.com

Fees and cancellations Policy

Counselling (Online/Email/In-person)

- My fee for counselling sessions is £60. Online and in person sessions last for 50 minutes. Email sessions run differently, and days and times will be mutually agreed at the beginning of our work. You can choose to either pay as you go for each session or pay for a block of 4 sessions for a discount of 10% at a cost of £216.
- Payments should be made in advance of your session or block preferably by bank transfer (bank details sent via email when confirming first booked session). Where there is a need, I can accept cash at the beginning of your in-person session, but this is not available for online or email sessions.
- If payment is not made in advance of your session, then I request payment to be made no later than the end of the day your session is booked for, and I will remind you of this at the end of our session if you have not mentioned it. **No other sessions will be booked until payment has been made.**
- A minimum of 24 hours' notice is required to cancel or rearrange one of your sessions.
- If less than 24 hours' notice is given, or if the session is missed, then the session will be forfeit and you will still be required to pay the full cost of the session. The missed session will need to be repurchased at the full session cost if still required.
- If you do not attend an online or in-person session and do not give me any notice I will wait for a maximum of ten minutes before I consider the session closed and the full fee will be payable. If we are email counselling and you do not send your email by our agreed upon day and time your session will be considered forfeit and again the full cost will be payable. **No other sessions will be booked until payment is received.**
- I may in exceptional circumstances, on an individual basis only, waive or reduce these charges as I see fit.

If multiple sessions are missed, then the counselling service may be stopped until regular and consistent commitment can be met. I am flexible and will always try to work with you if you are having particular issues that make this difficult, please do talk to me as soon as possible if this is the case.

Supervision

- My standard fee for supervision sessions is £30 for half an hour, £60 for an hour or a reduced rate of £65 for an hour and a half, (rising to £75 in January 2026) unless we have agreed differently. Please see your personalised supervision agreement. A quick email or phone call of up to 15 minutes is not chargeable.
- Payments should be made in advance of your session preferably by bank transfer (bank details either sent via email or in your supervision agreement document). Where there is a need, I can accept cash at the beginning of your session if in-person, but this is not available for online sessions.
- If payment is not made in advance of your session, then I request payment to be made no later than the end of the day your session is booked for, and I will remind you of this at the end of our session if you have not mentioned it. **No other sessions will be booked until payment has been made.**
- A minimum of 24 hours' notice is required to cancel or rearrange one of your sessions.
- If less than 24 hours' notice is given, or if the session is missed, then the session will be forfeit and you will still be required to pay the cost of the full session. The missed session will need to be repurchased at the full session cost if still required. I will only wait for a maximum of ten minutes if the session is missed, and no notice has been received. **No other sessions will be booked until payment is received.**
- I may in exceptional circumstances, on an individual basis only, waive or reduce these charges as I see fit.

If multiple sessions are missed, then the supervision service may be stopped until regular and consistent commitment can be met. I am flexible and will always try to work with you if you are having particular issues that make this difficult, please do talk to me as soon as possible if this is the case.

Report Writing

Report writing should be requested in writing via email. I do not charge for report writing for clients or supervisees in general but will charge my hourly rate of £60 per hour if a report is requested from any government or local authority agencies. As much notice as possible is required but at least 10 working days should be given to this request.

Single Session Therapy and Clay Conversations

Fees for a one-off single session and one to one clay conversations are £75 for an hour and a half. Couples clay conversations are priced at £90 for a one-and-a-half-hour session. I require payment for these on the same day as booking and will only confirm the booking once payment and a booking form has been received. There are no refunds for these sessions, but I will happily rearrange to a new date/time as long as 24hrs notice is given.

All Other services

All other services provided by Kerry James Therapy such as workshops, supervision groups, clay wellbeing groups etc and not listed above are charged at the rate advertised or agreed by me. Payment is requested before the start of the service. A lot of pre-planning and work goes into the services I provide and therefore, refunds are not provided. I am happy to rearrange dates and times if five working days' notice is given and I may, in exceptional circumstances, agree to waive or partially refund at my discretion.

Failure to pay

If you fail to pay for a session and have not adhered to the above information regarding payment, I will try my best to come to an amicable agreement with you. If after all my attempts to rectify the situation, you still choose to not pay and you do not contact me, I will look at other ways of regaining my costs. Depending on the service provided this may include contacting all persons detailed on the risk assessment/information document for a young person or it may, unfortunately, mean that I have to take legal advice and look to the small claims court.

As a small business, the steps outlined in this policy are to ensure that I can continue to run this service to benefit as many people as possible. I spend my time and resources preparing for these sessions and missed payments cannot easily be absorbed into my daily running costs. I do understand the financial commitment that my services require from you and have myself found the COVID pandemic and the cost-of-living crisis, very difficult. Taking legal advice will always be my last option but this action will be taken if necessary so I urge you to please talk to me if needed so we can find a way through for both of us.

My fees go towards not only my income but my training and continued professional development alongside insurance, professional membership body, premises costs & upkeep, utilities, admin costs, accountancy fees, finance software & tax, secure note taking software, tech requirements, ICO registration, creative resources and supervision costs and failure to pay has a huge impact on me, my business, my family and all my clients.