

Terms of Conditions for Better At Us

These terms explain what you can expect from us and what we ask of you when you take part in Better At Us.

Who you are contracting with

Better At Us is a trading style of Whole Psychology Limited, a company registered in England and Wales under company number 09684472.

Registered office: 61 Westway, Caterham, Surrey, CR3 5TQ.

In these Terms of Business, references to “Better At Us”, “we”, “us” or “our” mean Whole Psychology Limited. When you purchase Better At Us, your contract is with Whole Psychology Limited.

About the programme and the limits of our involvement

Better At Us is a self-directed programme and is not therapy.

Whole Psychology Limited also provides psychotherapy services, and Better At Us draws on professional psychological and therapeutic knowledge and experience. However, Better At Us is a separate service. Purchasing or taking part in Better At Us does not mean that you are entering into therapy or becoming a psychotherapy client of Whole Psychology Limited.

The programme materials are designed for you to work through independently. The amount of individual programme support included depends on the support level you choose.

The **lower-fee support level** includes an initial 60-minute individual meeting and a further 60 minutes of individual programme support, giving a total of 120 minutes.

The **higher-fee support level** includes an initial 60-minute individual meeting and five 30-minute follow-up meetings, giving a total of 210 minutes of individual programme support.

Any free introductory call offered before purchase is separate from the individual programme support included after you join Better At Us and does not count towards these allowances.

The purpose of this contact is to help you understand, reflect on and make use of Better At Us and its materials. Its scope is limited to supporting your participation in the programme. It is not a therapy session and does not create a therapist-client relationship.

The individual programme support included with your chosen support level must be used within four months of purchase, unless we agree otherwise. If it becomes apparent that what you need goes beyond the scope of Better At Us, we may explain that we are unable to address it through this service and recommend that you seek appropriate support elsewhere.

Your wellbeing and safety

Better At Us is not intended to assess, diagnose or treat mental health conditions and is not a substitute for therapy, medical care, mental health care or other appropriate professional support.

You remain responsible for your own wellbeing and for seeking appropriate help when you need it. If at any time you find yourself struggling, distressed or concerned about your wellbeing, it is your responsibility to seek appropriate professional or emergency support. You are welcome to contact us, but contact through this programme should not be used instead of obtaining the support you need.

Better At Us does not provide an emergency or crisis service. If we become aware of anything that leads us to believe the programme is no longer appropriate for you, your needs fall outside its scope, or you may need another form of support, we have the right to pause or end our involvement. Where appropriate, we will explain our concerns and encourage you to seek suitable support.

Suitability

The website includes a section explaining circumstances in which Better At Us may not be suitable for you. Before joining, you are asked to read that information carefully.

By agreeing to these Terms of Business, you confirm that you have read that information and that, to the best of your knowledge, none of the reasons listed applies to you.

We rely on the information you provide, including this confirmation, when deciding whether the programme appears suitable for you. It is important that the information you provide is accurate and complete. If you are unsure whether any of the reasons may apply to you, please contact us before starting. If your circumstances change in a way that could

affect suitability, please let us know.

Our commitment to you

We will provide the programme and the individual support included with your chosen support level with appropriate care, diligence and professional consideration.

Professional background and experience inform the programme and the support provided. However, the individual support remains limited to the scope of Better At Us and does not become therapy because it is provided by a therapist or through Whole Psychology Limited.

We will do our best to help you make effective use of the programme, but no particular result or outcome can be guaranteed. Any suggestions or guidance are offered with care and professional judgement. You remain responsible for deciding what is appropriate for you and for the decisions and actions you take.

Contact

The programme sets out when planned individual contact will take place. If you feel stuck with something relating to the programme, you are welcome to make contact between those times. We will respond as soon as reasonably possible, but this may not be immediately.

Contact outside planned meetings is intended for questions or difficulties relating to the programme. It does not extend the service into ongoing personal or therapeutic support. If something falls outside the scope of the programme, we may explain that we cannot deal with it through this service and encourage you to seek appropriate support elsewhere.

Confidentiality

We will treat what you share with us as confidential and will take reasonable steps to protect your privacy.

There may be limited circumstances in which confidentiality cannot be maintained, including where disclosure is required by law or where there is a serious concern about safety. Where reasonably possible and appropriate, we will discuss this with you before making a disclosure.

Privacy and your information

We will handle your personal information in accordance with applicable data protection law. Because of the nature of this programme, you may choose to share personal or sensitive information with us.

We will only use and retain information as reasonably necessary for providing the programme, maintaining appropriate professional records and meeting legal and professional responsibilities. Further information is contained in our Privacy Notice.

Your individual support

The amount of individual support included with your programme depends on the support level you choose.

The **lower-fee support level** includes an initial 60-minute meeting and a further 60 minutes of support, which may be used as one 60-minute meeting or two 30-minute meetings.

The **higher-fee support level** includes an initial 60-minute meeting and five 30-minute follow-up meetings.

Please give as much notice as reasonably possible if you need to change an arranged meeting. If you miss a meeting without reasonable notice, that time may count towards the individual support included with your chosen support level. Reasonable circumstances will be taken into account. Unused time cannot normally be carried forward beyond the six-month programme period unless agreed otherwise.

If we need to cancel or rearrange a meeting, you will not lose that time and another suitable time will be arranged.

Choosing to stop

You are free to stop participating in Better At Us at any time. Choosing to stop does not automatically create a right to a refund. Any refund will be dealt with under the refund terms below, together with any cancellation or refund rights you have by law.

Refunds

In addition to any rights you have by law, our programme refund policy is:

100% refund - if you have paid but, before receiving the programme materials, we agree that the programme is not right for you.

50% refund - if you have paid and received the programme materials but have not yet had your first individual meeting.

25% refund - if you have received the programme materials and have had your first individual meeting.

After this point, no further discretionary refund is available. Nothing in these terms removes or limits any cancellation, refund or other rights you have under consumer law.

Your 14-day cancellation period

You may have a legal right to cancel your purchase within 14 days.

If you ask to receive the programme materials or for us to begin providing the service during this period, we will ask for your express consent to do so. Starting the service or receiving digital content during the 14-day period may affect your right to cancel. Where this applies, this will be explained to you and your express agreement will be obtained before access is provided.

Nothing in these terms is intended to remove any cancellation right you have by law.

Complaints

If you are unhappy with any aspect of Better At Us or the service provided, please contact us in the first instance and explain what has happened.

We will take your concern seriously and do everything we reasonably can to understand the issue and resolve it fairly. We will aim to deal with complaints promptly and respectfully and keep you informed if the matter cannot be resolved immediately.

Governing law

These Terms of Business and our agreement are governed by the laws of England and Wales. Any dispute will be subject to the jurisdiction of the courts of England and Wales, subject to any rights you may have as a consumer.

Your agreement

Before taking part in Better At Us, you will be asked to confirm through the system that you have read and agree to these Terms of Business.

By confirming your agreement, you also confirm that you have read and understood these terms; understand that Better At Us is a self-directed programme and is not therapy; have read the information on the website explaining when the programme may not be suitable and, to the best of your knowledge, none of those reasons applies to you; the information you have provided is accurate to the best of your knowledge; and you agree to take part on this basis.

Your agreement will be recorded electronically by the system.