



Terms & Conditions

Website

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- Any questions regarding this website can be addressed by contacting ESSPP directly.

Consultancy

1. Professional standards of practice

1.1 As a member of the British Association of Sport and Exercise Science (BASES) Elliot Smith Sport & Exercise Psychology (ESSPP) operates following the Health Care and Professions Council (HCPC) standards of conduct, performance, and ethics <https://www.hcpc-uk.org/standards/standards-of-conduct-performance-and-ethics/> which is routinely reviewed and updated.

1.2 To respect the boundaries of the client and practitioner, it is preferred that consultations take place in a neutral setting. For instance, a bedroom is an inappropriate setting for a practitioner to operate. The environment in which the consultation occurs should be one where all parties involved feel safe and assured. Via practitioner-client communication a suitable location will be agreed upon prior to consultation meetings.

1.3 Working with younger individuals (< 18 years) requires parental consent from a suitable legal guardian. Operating on a one-to-one basis with younger athletes may or may not be appropriate, the conditions of practice must first be discussed with those who provide parental consent. In some circumstances, legal guardians may be requested to join or exit the consultation meeting, provided it is consented by both the guardians and the young person(s).

2. Confidentiality

2.1 This service will respect the boundaries of your confidentiality and will not disclose your information to a third party unless legally bound to do so (e.g. child protection).

2.2 This service will keep your personal information secure on a protected online server that can only be privately accessed.

2.3 This service will only pass on your information to a third party (typically as a report) when requested to do so and will always ask for your permission to do this.

2.4 Under the circumstance when you may be in significant danger of harming yourself or someone else the HCPC standards of conduct maintain that your information be shared with a third party, with or without your consent.

2.4.1 For instance, should you display severe symptoms of a mental health disorder, like suicidal thoughts or intentions to harm others, this service is inclined to share your information to a third party in order to help protect you and anyone you may intend to harm.

3. Finance

*ESSPP consultancy is not an NHS service and therefore does not receive any funding or grants. This practice cannot be sustained without covering administration costs. If your case is referred to ESSPP and you decide to cancel your first appointment and disengage from the service being offered, you will be invoiced an administration charge of **£7.50**, and this payment is expected within 7 days following your cancellation.*

3.1 Payment for ESSPP services should be made by bank transfer, according to the invoice you receive. For the payment 'reference' please use your last name and invoice number/date of contact, so that I can identify the payment more easily.

3.2 Should you choose to cancel your scheduled consultation, please may you notify ESSPP 7 days in advance of your consultation, notification by email

es.sportpsych@gmail.com and/or phone [+44 744 948 4340](tel:+447449484340)

3.2.1 Failure to comply with these expectations (see 3.2) will attract a cancellation charge. Specifically, any cancellations made with less than 7 days notice will result in a charge of at least **£15.00** depending on the service you had initially requested.

3.2.1.1 Where circumstances prevent you from providing notice of a cancellation within 7 days, the cancellation charge may either be revoked or discounted, at the sole discretion of the practitioner.

3.2.2 If you cancel your scheduled appointment and fail to give notice (of any kind) of said cancellation you will be charged the full rate for the service you initially requested.

3.3 Whilst some consultation practices offer fixed fees for specific services, ESSPP is prepared to work flexibly to suit the requirements of its clients. Therefore, the fee that your service will attract may vary.

3.3.1 The fees you are required to pay will be explicitly documented in the invoice you receive, with a clear breakdown of the prices incurred. Please refer to the invoice for clarity.

3.3.1.1 Whilst these services offer a competitive price with great value for each and every client, in the eventuality that you wish to dispute the fees listed on the invoice you received, you may contact ESSPP directly. ESSPP aspires to communicate about fees openly, and any disputes against the fees incurred will be met with a discussion between the practitioner and client until a harmonious solution is declared.

3.4 Customary fees for services. Please note that fees are open to change, ESSPP strives to provide tailored services for each and every client, as a result a one-size-fits-all approach is not always appropriate. The listings below serve as a guiding framework, any fees that you are invoiced will be matched with the services you are offered. Each invoice will be accompanied by a clear description of which services were utilised, and how these services incurred the listed fee.

Elliot Smith Sport & Exercise Psychology & Performance Consultancy

Fees for Services

Service	Fee	Cancellation Charges	
<p>The services listed below are examples of the kind of processes that could be undertaken. There is some flexibility, in terms of the services provided as well as the fees incurred. If you are interested in a different kind of service, please contact es.sportpsych@gmail.com to enquire about whether you may be eligible for consultancy.</p>		Failure to provide notice of your cancellation will result in the receipt of the <u>full charge</u> that was initially agreed upon.	
		≥ 5 days notice	< 5 days notice
Initial consultation (30 mins)			
- including prerequisite forms and administration	£ 00 . 00	£ 7 . 50	£ 15 . 00
- referral from another medical practice or organisation			
Scheduled consultation (45 mins)			
- needs analysis, psychological skills training	£ 45 . 00	£ 15 . 00	£ 30 . 00
- cognitive and behavioural therapy			

- general conversation and discussion

Group / team workshop

- needs analysis, psychological skills training	£ 200 . 00	£ 15 . 00	£ 30 . 00
- team building exercises, workshop activities			

4. *Email and telephone policy*

Whilst ESSPP consultancy does not wish to charge its clients per every moment of communication, and would in fact like to encourage regular, open communication, some instances of email or telephone/mobile communication may exceed that which ESSPP can consider free of charge.

4.1 If necessary, ESSPP can receive confidential reports, letters, and/or additional information via email. The review and processing of said content may incur a fee, which will be clearly listed on your invoice.

4.2 Mobile or telephone calls, depending on their length and content may also attract a fee. Whether or not calls will be charged, and how they will be charged, is open to discussion between the practitioner and client, and charges will be documented clearly on the invoice.

5. *Prior to your appointment(s)*

5.1 Leading up to your appointment(s) you may receive a questionnaire or survey to complete yourself. These tools assist the practitioner in better understanding your background and overall profile. These documents contain personal (and valuable) information regarding your case.

5.2 Once completed, please either post (ESSPP does not wish to openly disclose its home address, for a postal address please contact ESSPP directly) or email the documents to ESSPP. You are advised to retain a copy of the documents for your own keeping.

6. *Anti-discrimination policy*

6.1 ESSPP consultancy values people for their differences and will promote self-worth around any differences that a person may possess, these may be around their

sexual preference or orientation, mental health status, political and religious beliefs, age, gender or ethnicity.

7. Health and safety

7.1 ESSPP may operate in numerous settings, for example, clients' homes, schools, or clinic-based settings. Wherever ESSPP is based the service will adhere to all the health and safety regulations that apply to the site, building, or organisation.

8. Complaints

8.1 Hopefully you will never have to file a complaint against ESSPP, but if you have a concern, please put it in writing and send it directly to ESSPP via email.

Alternatively, feel welcome to organise a meeting with ESSPP where your concern can be voiced, and an appropriate solution can be reached.

8.2 Any complaint may also be sent to the operating bodies that guide and govern ESSPP, such as the BASES (<https://www.bases.org.uk/>) or the HCPC (<https://www.hcpc-uk.org/>)