

## **CONSULTATION FEES plus TERMS & CONDITIONS.**

Speak with Alison to get individually tailored advice through one-to-one, private consultations.

PLEASE READ ALL OF THE BELOW AND THEN FILL IN YOUR BOOKING FORM, WHICH ONCE SUBMITTED WILL GO DIRECTLY TO ALISON. SHE WILL THEN BE IN TOUCH AS SOON AS POSSIBLE – USUALLY WITHIN A DAY OR SO, BUT MAY BE A TAD LONGER DURING BUSY PERIODS. FROM RECEIVING YOUR FORM ALISON IS USUALLY ABLE TO HOST YOUR REQUESTED CALL WITHIN A FEW DAYS, SOMETIMES EVEN SAME-DAY, ACCORDING TO AVAILABILITY.

New consultations usually range in time from a minimum of 30 minutes up to a full hour/60 minutes in duration.

Consultations are usually hosted during normal office hours, but calls can be scheduled outside these times [evenings & weekend] by prior arrangement and at no extra charge.

You can book an audio or a video consultation, on either a pay by minute basis or through a purchasing a discounted package of time.

*AUDIO and VIDEO consultations will be charged by the hour, **or part thereof**.*

### **AUDIO CONSULTATIONS –**

*£240 for one hour / 60 minutes.*

*£180 for ¾ hour / 45 minutes.*

*£120 for half hour / 30 minutes.*

*£60 for ¼ hour / 15 minutes.*

### **VIDEO CONSULTATIONS –**

*£300 for one hour / 60 minutes.*

*£225 for ¾ hour / 45 minutes.*

*£150 for half hour / 30 minutes.*

*£75 for ¼ hour / 15 minutes.*

If consultation times fall in between the 15 minute time slots, calls will be charged for the amount of actual minutes used.

Audio £4 per minute.

Video £5 per minute.

DISCOUNTED PACKAGES are available, and you can purchase either TWO-, THREE- or FOUR-hour chunks of time, which will work out cheaper than on the pay-as-you-go basis. Please see the chart below to understand the pricing structure.

<b>PREMIUM</b> AUDIO ONLY	<b>PREMIUM PLUS</b> VIDEO + AUDIO	<b>PLATINUM</b> VIDEO ONLY
2 HOURS £450 = £30 discount	2 HOURS 1 hr video + 1 hr audio £510 = £30 discount	2 HOURS £570 = £30 discount
3 HOURS £680 = £40 discount	3 HOURS 1.5 hr video + 1.5 hr audio £770 = £40 discount	3 HOURS £860 = £40 discount
4 HOURS £960 £50 discount	4 HOURS 2 hr video + 2 hr audio £1030 = £50 discount	4 HOURS £1150 = £50 discount

When booking a DISCOUNTED PACKAGE, an INVOICE WILL BE SENT FOR THE TOTAL AMOUNT and will need to be settled, in full before scheduling your first session with Alison.

New CONSULTATIONS will usually last approximately 60 minutes in duration and when booking a DISCOUNTED PACKAGE, the time used in your first session will be recorded and the remaining time / minutes of your package can be used at your discretion – as and when you need. Having booked a DISCOUNTED PACKAGE, you will receive PRIORITY BOOKING/SCHEDULING, when requesting a follow up session.

If booking the PREMIUM PLUS PACKAGE, the first session will normally be a video session, with follow up video or audio sessions arranged accordingly - as and when you require further advice and need to speak with Alison again.

AUDIO CONSULTATIONS will usually be hosted through WhatsApp but other mediums can be used to suit, as long as there no extra charges incurred from network providers.

VIDEO CONSULTATIONS will usually be hosted through ZOOM and Alison will email you an invitation link at the pe-arranged time, but other platforms can be used - such as FaceTime or WhatsApp Video.

## HOME VISITS.

HOME VISITS can be arranged directly with Alison and are charged at 2K per each 24 hour stay. Please complete the booking form and choose the option of HOME VISIT in the drop down bar. That said, it is often hugely useful to book a phone or video consultation in the first instance and then instigate the home visit option if still needed. Alison will happily discuss further details of a HOME VISIT with you once she receives your completed booking form.

## DETAILED TERMS & CONDITIONS.

- All pay as you go / pay by minute, consultations are subject to a payable, £50 deposit / booking fee. This deposit is nonrefundable except under exceptional circumstances and at Alison's discretion.
- The £50 deposit, will be deducted from your first consultation invoice. An Invoice for the remaining amount will then be sent directly after your consultation has finished and immediate settlement is required.
- Booking one of the discounted packages and invoice will be sent in advance and needs to be paid in full, before your first consultation can be scheduled.
- The remaining amount of time/minutes left in the package after your first session will be credited to your account and ready for you to use when you need further advice from Alison.
- To use your remaining minutes of the booked package, there is no need to fill in another booking form, please just contact Alison directly - preferably on WhatsApp, and your follow-up session can be arranged at mutually agreeable time.
- Alison offers a one-to-one consultation service, where an in-depth discussion takes place between Alison and the client.. The consultation can be focused to specific problem areas and either a single call or a series of calls may be scheduled.
- To proceed with a consultation, the client must read and agree with ALL the payment requirements, and terms & conditions as stated.
- To book a consultation with Alison directly the client must fill in and submit, the booking form through the website.
- References from previous consultation clients are available and can be viewed on social media platforms or on the website.
- Consultations will generally be hosted during office hours, but with mutual agreement with Alison, some can be scheduled during evening times or weekends – there is no extra charge for consultations hosted outside office hours.
-

- It is recommended that you make notes during your consultation as Alison is not able to offer a bespoke written plan for every client that she consults with.
- Consultation sessions may be recorded for quality and training purposes at Alison's discretion.
- If you would specifically like your session to be recorded, please do let Alison know and she will just discuss with you directly, how best to create the recording. Alison can then share the recording with you after the session, but *PLEASE NOTE - that the consultation is private and confidential. Recording, sharing, or posting any part of this session on public platforms or with others, is strictly prohibited without prior written consent from Alison.*
- Alison is unable to provide help directly through email sessions unless directly agreed by herself and the client.
- If any invoice remains unpaid, Alison reserves the right to charge 20% interest per week on the amount stated on invoice.
- If you are unhappy or have a problem with any part of Alison's services, then please contact her directly as she will be more than happy to discuss your concerns with you and hopefully find a mutually beneficial solution.

#### IMPORTANT POINTS and DISCLAIMER

Please can you copy and paste this bit from current services page on current website