THE CHILD WE SEE

Terms and Conditions

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1. About these terms

These terms apply to The Child We See, a private online therapeutic programme provided by Nicole Henry ("I", "me"). "You" means the parent or legal guardian who signs up. "Your child" means the child or young person taking part.

By securing a place, you confirm you have read, understood and agree to these terms, the Safeguarding Policy and the Privacy Policy.

2. Who the programme is for

- Children and young people aged 7 to 18 at the start of the programme.
- Every family completes an application. A place is offered only if I judge the programme to be suitable and safe for your child. Completing an application does not guarantee a place.
- The programme is not suitable for children who are currently at high risk of harm to themselves or others, or who need urgent or specialist care. In these cases I will signpost you to more suitable support.
- The person signing up must be the child's parent or legal guardian. Where more than one person holds parental responsibility, you confirm the others are aware of and agree to your child taking part.

3. The programmes

The Family Programme includes 12 weekly online sessions for your child, access to the child portal and daily check-in, the 6-week Parent Circle (live group sessions on Microsoft Teams), weekly parent videos and home practice, a progress tracker and an end-of-programme summary.

The Child Programme includes 12 weekly online sessions for your child, access to the child portal and daily check-in, and an end-of-programme summary.

The programme runs in cohorts with set start dates. Each cohort has 12 session weeks with one break week after week 6, so it runs over 13 weeks in total. Your child's session day and time are agreed before the programme begins.

4. Fees and payment

- The Family Programme costs **£1,500**. The Child Programme costs **£1,200**.
- You can pay in full, or in 3 monthly instalments: **£500 a month** for the Family Programme or **£400 a month** for the Child Programme.
- All payments are made securely through Stripe.
- Your place is confirmed only once the first payment is received.
- If you choose instalments, you agree to pay the full programme fee. If a payment is missed, I may pause access to sessions and the portal until it is paid.
- You may upgrade from the Child Programme to the Family Programme by paying the difference, up to the upgrade deadline given in your programme emails.

5. Cancellation and refunds

- You may cancel within **14 days** of booking for a **full refund**, as long as the programme has not started.
- **Once the programme has started, no refunds will be issued.** This includes any sessions your child misses and any part of the programme you choose not to complete.
- If you choose to stop the programme early, any remaining instalments are still payable.
- If I cancel a session, I will offer another date and time within the programme. If I am unable to continue the programme for any reason, you will receive a refund for the sessions not delivered.

6. Sessions and attendance

- **Attendance is paramount.** The programme works because it is consistent. Your child must attend at the agreed day and time each week.
- Sessions last 45 minutes and start and finish at the agreed time. If your child joins late, the session still ends at the usual time.
- If your child has not joined within 10 minutes of the start time, the session counts as missed.
- **Missed sessions cannot be caught up or rescheduled,** whatever the reason, and are not refunded.
- Parent Circle sessions run on set dates for the whole cohort. **They are not recorded,** because they are private and confidential, so please make sure you can attend every session.

7. Online sessions

- Your child needs a private, quiet space, a reliable internet connection and a device with a camera and microphone.
- For children under 12, a parent or carer must be at home and available during every session, but not in the room.
- Sessions must not be recorded, photographed or screen-captured by anyone.
- If a session is interrupted by a technical problem on my side, I will make up the lost time. Problems on your side count as part of the session.

8. Confidentiality

What your child shares in sessions, check-ins and journals stays between your child and me. You will see your child's progress through the stages, but not what they discuss.

The one exception is safety. If I believe your child or someone else is at risk of harm, I will act in line with my Safeguarding Policy. This may mean speaking to you or to the relevant authorities, sometimes without your consent.

9. Communication between sessions

- You can contact me about logistics through the portal or by email at nh@thenicolehenry.com. I aim to reply within **24 hours**.
- **This programme is not an emergency or crisis service.** Daily check-ins are not monitored in real time. If your child is in danger, contact your local emergency services immediately.

10. Outcomes

Every child is different. I will bring my full skill and care to your child's programme, but **I cannot guarantee any particular outcome.** Progress depends on many things, including attendance, engagement and what is happening in your child's life.

11. End-of-programme summary

At the end of the programme, every parent receives a written summary with 2 to 3 recommendations to help maintain your child's progress at home. The summary does not share what your child said in sessions.

12. Ending the programme early

I may end or pause the programme if:

- your child's needs change and the programme is no longer safe or suitable for them, in which case I will signpost you to more suitable support;
- payments are not made;
- there is abusive or threatening behaviour towards me, your child or other families.

If I end the programme because it is no longer suitable for your child, you pay only for the sessions already delivered, and I will refund the rest of the programme fee or cancel any remaining instalments. If I end it because of missed payments or behaviour, no refund is given. If you choose to withdraw your child, no refund is given and any remaining instalments are still payable, as set out in section 5.

13. The Parent Circle

Parents agree to keep what other families share in the Parent Circle and group chat confidential, to be respectful, and not to share other families' details outside the group. I may remove anyone who breaks these rules, without a refund.

14. Programme materials

All programme materials, including the portal, videos, worksheets and The Child We See method, belong to me. They are for your family's personal use only and must not be copied, shared or sold.

15. Liability

I am a qualified therapist and hold professional indemnity insurance. I will provide the programme with reasonable care and skill.

- **My total liability is limited to the fees you have paid.** This applies to anything arising from the programme, whether in contract, negligence or otherwise.
- I am not responsible for losses that were not reasonably foreseeable when you booked, or for problems outside my control, such as your own internet connection or device.
- The programme is for private family use, so I am not responsible for any loss of business or income.
- Nothing in these terms limits or excludes my liability for death or personal injury caused by my negligence, for fraud, or for anything else that cannot be limited under UK law.
- Nothing in these terms affects your legal rights as a consumer.

16. Complaints

If you are unhappy with any part of the programme, please contact me first at nh@thenicolehenry.com and I will respond within 5 to 7 working days. If you are not satisfied, you can contact my professional body, the British Association for Counselling and Psychotherapy (BACP).

17. Changes and governing law

I may update these terms and will tell you about any change that affects your current programme. These terms are governed by the laws of England and Wales.