Assessment, Matching and Administrative Terms

Dated 2 September 2026 | Effective 2 September 2026

1. About these terms

These Terms apply to the assessment, matching and any continuing platform, booking, payment-processing or related administrative services supplied by The Samuel Therapy Practice Limited (TSTP) to the Client. They form part of the short Booking Agreement accepted by the Client through Konfidens. If there is an inconsistency, the Booking Agreement takes priority for the assessment details and fee shown there.

TSTP is The Samuel Therapy Practice Limited, company number 16083304, registered office 33 Gay Street, Bath, England, BA1 2NT. Website: https://www.thesamueltherapypractice.com. Contact: https://www.thesamueltherapypractice.com/contact.

2. TSTP’s service

TSTP will provide an initial assessment to understand the Client's circumstances, preferences and hopes for therapy; consider whether its referral network appears appropriate; and, where suitable and possible, identify and introduce an independent therapist. Where applicable, TSTP may continue after an introduction to provide access to its platform, manage bookings, process payments on the therapist's behalf, respond to practical queries and provide other reasonable administrative support.

The assessment is for referral and matching. It is not therapy, a medical or psychiatric diagnosis, a full clinical assessment, crisis care or an emergency service. TSTP does not guarantee a match, a therapist's availability or acceptance of a referral, or a particular therapeutic outcome. If its network is not appropriate or a suitable therapist is unavailable, TSTP will explain this sensitively and may provide reasonable signposting where possible.

3. Independent therapists and separate terms

Therapists introduced by TSTP are self-employed, independent practitioners. They are not employees or agents of TSTP and supply therapy directly to Clients in their own professional capacity.

Before therapy begins, the Client and therapist will make a separate agreement. The therapist will set out their professional status and terms, including the session fee, appointment arrangements, cancellation charges, confidentiality, records, complaints and ending therapy. The Client is free to decide whether to proceed. TSTP is not a party to this agreement and is not responsible for the therapist's independent clinical judgement, acts or omissions.

4. Assessment fee and payment

The assessment and matching fee is £36, including VAT where applicable, and is payable when the Client books. It is charged for TSTP's assessment and matching work and is separate from any therapy fee later agreed with a therapist. TSTP will provide the required payment confirmation or receipt.

5. Assessment cancellations

The Client should give at least 48 hours' notice to cancel or rearrange the assessment. Unless TSTP agrees otherwise, an assessment cancelled with less notice, or missed without notice, is charged in

full because the appointment has been reserved and preparatory work may have begun. TSTP may waive or reduce the charge in exceptional circumstances. If TSTP cancels and no suitable alternative is agreed, it will refund the assessment fee.

These provisions apply only to TSTP's assessment. Any cancellation terms for therapy sessions are agreed separately between the Client and therapist, although TSTP may administer them for the therapist.

6. Statutory cancellation rights

Where the Client books online, by telephone or away from TSTP's business premises, the Client may normally have 14 days from entering the agreement to cancel it. The Client can cancel by making a clear statement to TSTP using the contact details in section 1. A model cancellation form is set out at the end of these Terms, although its use is optional.

If the Client expressly asks TSTP to begin during the 14-day period and then cancels, TSTP may charge a proportionate amount for services properly supplied before cancellation. If the service is fully performed during that period, the right to cancel is lost only where the applicable legal requirements for the Client's express request and acknowledgement have been met. These rights are separate from the 48-hour appointment policy and nothing in these Terms restricts statutory rights.

7. After an introduction and payment administration

TSTP may provide reasonable practical support relating to an introduction. If the Client feels that a match is not right, they may contact TSTP. TSTP will consider whether another introduction is appropriate and available but cannot guarantee one.

Where TSTP processes therapy-session payments, it does so as the therapist's disclosed collection and administrative agent. Payment to TSTP on that basis discharges the Client's obligation to the therapist for the amount paid. The obligation to pay for therapy arises under the Client's agreement with the therapist, not under the TSTP Booking Agreement.

TSTP is ordinarily paid an introduction and administrative commission by the therapist, calculated by reference to session fees. It is paid by the therapist and not billed to the Client as a separate charge. The therapist remains responsible for setting or agreeing their fee and bears the risk of Client non-payment.

TSTP's continuing platform, booking, payment or administrative involvement does not make TSTP the supplier of therapy and does not make it a party to the Client's agreement with the therapist. TSTP does not control the therapist's independent clinical work.

8. Confidentiality, safeguarding and information sharing

TSTP treats assessment information sensitively and confidentially, subject to applicable law and safeguarding duties. It may share information without consent where disclosure is required by law, reasonably necessary to protect the Client or another person from serious harm, or otherwise supported by a lawful safeguarding basis. Where safe and lawful, TSTP will try to discuss this first and disclose only what is reasonably necessary.

TSTP may need to share relevant information with a proposed therapist to make an introduction. It will explain the intended sharing and use an appropriate lawful basis. The therapist will explain their own handling of information before therapy.

9. Data protection

TSTP handles personal information for assessment, matching, safeguarding, administration, booking and payment support. Its Privacy Notice at https://www.thesamueltherapypractice.com/privacy-policy explains its identity and contact details, purposes and lawful bases, retention, sharing and the Client's rights. Acceptance of the Booking Agreement confirms access to that notice; it is not blanket consent to all processing. Where consent is required for a particular use, it will be requested separately.

10. Standards, responsibility and complaints

TSTP will provide its assessment and matching service with reasonable care and skill. It takes reasonable steps to check the professional status and suitability for its network of therapists it introduces. Each therapist remains responsible for their registration or accreditation, insurance, supervision and professional practice.

Concerns about TSTP's assessment, matching, booking, payment handling or administration should be sent through https://www.thesamueltherapypractice.com/contact or by post to its registered office and will be handled under TSTP's complaints procedure. Concerns about clinical work should follow the therapist's complaints process and, where applicable, their professional body's process. TSTP can provide practical information but does not determine professional-regulatory complaints.

TSTP is responsible for its own acts and omissions in supplying the services covered by these Terms. Nothing excludes or limits responsibility where unlawful, including liability for death or personal injury caused by negligence, fraud or fraudulent misrepresentation, or statutory consumer rights.

11. Ending and changes

This agreement begins when the Client accepts it. If TSTP makes no introduction, it will ordinarily end when TSTP completes its assessment and matching work or explains that it cannot offer a suitable introduction. If an introduction is made and TSTP continues to provide platform, booking, payment-processing or other administrative support, this agreement continues for as long as TSTP provides any of those services.

The Client or TSTP may end TSTP's continuing services by notifying the other, subject to any reasonable steps needed to complete existing bookings, payments or records. The agreement will otherwise end when the Client's work with the therapist ends and TSTP has completed any remaining administration, or when TSTP is no longer involved in supporting that arrangement.

Ending this agreement does not itself end the Client's separate agreement with the therapist, and ending therapy does not automatically end this agreement until TSTP has completed any outstanding administration. Ending does not affect rights, payment obligations or liabilities already arising. Provisions concerning privacy, complaints, outstanding payments, responsibility and any other provisions intended by their nature to continue will remain effective where applicable.

TSTP may update these Terms for future bookings. The version accepted by a Client continues to govern that booking unless a change is required by law or is expressly agreed. Material changes will not be imposed retrospectively without an appropriate legal basis and notice.

12. General

TSTP does not provide a 24-hour crisis or emergency service. Urgent or emergency help should be sought using the crisis information supplied or the appropriate emergency service. These Terms are governed by the law of England and Wales. The courts applicable under consumer law have jurisdiction. If a provision is unenforceable, the remaining provisions continue.

Model cancellation form

Complete and return this form only if you wish to cancel the TSTP assessment and matching agreement. You may instead send any clear statement of cancellation.

To: The Samuel Therapy Practice Limited, 33 Gay Street, Bath, England, BA1 2NT. You may also send a clear cancellation statement through https://www.thesamueltherapypractice.com/contact.

I give notice that I cancel my contract for TSTP's assessment and matching service.

Client name: _____
Client address: _____
Booking date: _____
Date: _____