

CONTROL & CHANGE - FOLLOW UP SUPPORT SERVICE (FUSS) TERMS AND CONDITIONS

Overview

The Control and Change Follow Up Support Service (FUSS) is designed to provide a cost effective way to maintain the work done with the practitioner, supporting the client to stay in control, with access to, and advice from, the practitioner if needed. This service is only available to clients who have benefited from, and fully understand the methodology and terminology of a course of treatment with Control and Change. Places are limited in number, to ensure consistent levels of service. Applications will be considered and accepted or declined at the discretion of the practitioner.

What's Included

Members will receive:

- Regular emails from Control and Change with hints, tips and insights for your crew and inspiration and motivation for the captain.

- Up to two, face to face sessions (of 1 hour's duration) per year will be included at no extra cost. Every effort will be made to accommodate face to face sessions at a time of the client's choosing but NB: should the client break the agreement early, then any face to face sessions will be charged at the practitioner's full hourly rate.

- Preferential rates and early bird offers on new services and workshops.

- Telephone support. Where possible a telephone call will be taken and dealt with immediately. If this is not possible a call back request can be left. Requests for a telephone consultation can also be made by text message or email. The practitioner will aim to call back within two hours. Should a meaningful call back not be possible within two hours (eg due to client commitments, family obligations, etc) the practitioner will advise the client at the earliest possible opportunity and attempt to arrange a mutually convenient appointment to talk. An acceptable usage policy may be invoked if required and this will be reviewed from time to time. Usually a maximum of four calls totalling approximately one hour per week.

- An invitation to a private Facebook group strictly for members using the service. This will allow people to share likeminded thoughts, feelings, questions and experiences in a safe and private group. This is a voluntary decision for each member. All requests and decisions will be at the Admins discretion and their decision is final. The groups rules will be posted inside the group and will include: "The aim is to help people enjoy their lives without their struggles getting in the way by offering ongoing support, tips and information. Please interact in a positive manner and be supportive to each other. No negativity or advertising".

- As this service is only for members, there is a hidden page on the website containing information about this service, relevant links and a copy of the terms and conditions.
<https://www.controlandchange.co.uk/fuss>

What's not included

- Therapeutic support covering matters outside the scope of the original course of therapeutic treatment is not included. This means that a client whose original course of treatment was, for example, for anxiety may not use the subscription service to access alternative treatment for, say smoking cessation, phobias, weight-loss etc.
- Additional face-to-face sessions or telephone consultations to those outlined above will be charged at the standard rate currently in operation for new clients
- It is the responsibility of the client to access telephone or face to face support within the terms of the agreement. Un-used telephone support hours or face to face sessions remaining at the end of the agreement will be forfeited and no financial or time credit will be granted other than in exceptional circumstances and at the discretion of the practitioner.

Fees, Agreement Duration and Cancellation

On acceptance of your application, there will be a subscription fee payable of £15.95 per calendar month, payable by Direct Debit on the 1st day of every month. The subscription agreement is for 12 consecutive months, with an automatic renewal at each anniversary.

The entire 12 months subscription fee may be paid in full, by Direct Debit, at the commencement of the agreement, at a discount of £11.40 (£180 rather than the full £191.40), with an automatic renewal at each anniversary.

From the date of signing this agreement, there is a 14 day cooling off period during which the client may cancel free of charge and receive a full refund. Following this 14 day period, the agreement will be considered binding and fees will continue to be collected by direct debit in accordance with the choice made above.

Should the client break the agreement early, then any face to face sessions will be charged at the practitioner's full hourly rate.

Non-Payment of Fees

Should the client cancel direct debit payments during the 12 months term of this agreement, then any accrued telephone or face to face sessions will become chargeable at the full practitioner hourly rate.

Late or Missed Payments

Where the missed payment can be proved to be due to Bank error, then a late payment may be accepted at the discretion of the practitioner. Payments missed due to cancellation by the client will be construed as cancellation of the contract and the terms of the Cancellation Policy above will apply.

Changes to Terms and Conditions

We may change or update these terms and conditions from time to time. This may be necessary to ensure levels of service or to meet regulatory changes. We will notify you of the changes with 30 days' notice and list the full terms and conditions on our website.

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