

Just 'B' adults bereavement support and counselling

Payment and attendance information



Paying for your therapy

Thank you for referring to Just 'B'.

For your information, we ask for payment in advance of each adult bereavement counselling session. You may prefer to pay prior to each fortnightly session or pay in advance for a block of sessions. We recommend paying for no more than six sessions in advance.

All payments will be due at least one week before each counselling session. An appointment is not guaranteed until payment is received.

You will receive a unique and secure payment link by email ahead of each session to pay by card. If you are unable to pay by card, please contact us and we will be able to make alternative arrangements.

The price of counselling is £30 per session, well below the national average for bereavement support provision. We recognise not everyone can afford to pay £30 and we'll work with you on an individual basis to identify any help or solutions to those who are not able to pay the session fee of £30. The price will be confirmed as part of the initial agreement and will not be varied during that period (unless your circumstances change).

A session is 60 minutes long.

If you arrive late for your appointment, you will only be provided with the remaining time allocated for that session and will still be charged for the full duration.

Rescheduling or cancelling your appointment

To reschedule, or cancel your appointment, you must give us at least **24 hours'** notice.

However, if you should know in advance of this timescale, please let us know with as much notice as possible. Your payment will be carried forward to the next session when sufficient notice is provided.

Where you decide to cancel and not reschedule, you must inform us with more than **24 hours'** notice to receive a refund.

Any appointments cancelled or re-arranged with less than **24 hours'** notice, or where you did not attend (DNA) for any reason, will not be refunded or carried forward to the next session.

In the case of a genuine emergency which means you are unable to attend, please contact us to discuss this as soon as possible.

If you anticipate having trouble attending your appointments, or if your regular appointment time becomes inconvenient (e.g. due to work commitments or if your circumstances change), then please discuss this with us as soon as possible as we may be able to make alternative arrangements.

In the event of being unable to travel to a session for any reason (e.g. extreme weather conditions etc) to avoid cancellation and for continuity of your therapy, we may be able to offer the session online (via Teams/Zoom). This will be dependent on your worker and their available resources.

In the event of your counsellor being unable to attend the appointment for any reason, we will notify you at the earliest opportunity and reschedule the appointment on your therapists' return.

Thank you for using Just 'B' bereavement support and counselling services.

North Yorkshire Hospice Care is a registered charity in England and Wales (518905) with a family of services operating as Herriot Hospice Homecare, Just 'B', Saint Michael's Hospice and Talking Spaces. North Yorkshire Hospice Care is a company limited by guarantee, registered in England and Wales (2121179). Registered address Crimple House, Hornbeam Park Avenue, Harrogate, HG2 8NA.