

Healing Roots Counselling & Psychotherapy

Remote Therapy Technical Issues Policy

Fingers crossed everything runs smoothly for our session, but as we can't always rely on technology to behave, there is a procedure and policy in place that protects our sessions should any technical issues occur.

What Happens if There's an Issue

If we run into any technical issues that disrupt our call:

- 1) I will first attempt to call you again on the program we are using e.g. WhatsApp or Teams.
- 2) If the issues are not resolved, and we were talking on Teams, I will then attempt to call you via WhatsApp video if you have access to this.
- 3) If that does not work, or you do not have WhatsApp, I will next attempt to call your phone number.

What You Need to Do

If we encounter "freezing" or significant drops in call quality, please do the following:

Check the Speed and Strength of Your Internet Connection

If you are too far from your wifi router, or your router is experiencing drops in signal strength, this may result in an inconsistent or low-quality connection. Please move closer to your router and if this does not resolve the issues, check the speed of your internet connection by performing an internet speed test here:

<https://www.google.com/search?q=speed+test>

You need an internet speed of at least 1.5Mbps to maintain a stable Teams call connection.

Reset Your Wifi Router

If the above does not resolve your issues, please reset your wifi router. You can generally do this by pressing the reset button on the router, or turning it off at the socket for at least 10 seconds, and turning it back on again. It may take 1 - 2 minutes to fully reboot.

Try a Different Device or Wifi

If you are still experiencing issues, please try a different device, such as a computer or phone. You can also try using a different internet connection, for example, a different wifi signal or your cellular data (4G or 5G on your phone). However, if you use your phone data, please ensure you will not exceed your data limit as this may cause additional charges from your mobile provider.

What You Are Entitled To

Should any issues be caused by me or my equipment, you are entitled to a full or partial refund/reschedule if they take longer than five minutes total to resolve. What is offered will depend on how much of the session we have already used before technical issues started:

15 Minutes or Less of the Session Has Been Used

You are entitled to a full refund or a full session reschedule. I will do my best to accommodate your schedule and rebook our session as soon as possible.

More than 15 Minutes of the Session Has Been Used

You are entitled to a partial refund or partial session reschedule equal to the following:

- 16 - 25 minutes used: £35 refund
- 26 - 35 minutes used: £25 refund
- 36 - 45 minutes used: £15 refund
- 46 - 55 minutes used: £10 - £5 refund

If you would rather, we can instead reschedule the remaining time of your session. For example, if we used 20 minutes of your session, we could reschedule the remaining 40 minutes for a later date. If we used 45 minutes of your session, we could reschedule the remaining 15, use it as a check-in, or add it to further sessions if there is availability for this.

Please note that your entitlement to a refund or reschedule depends on whether the technical issues were proveably the fault of my equipment, which will be assessed fairly by me. If your connection or device is at fault, you will not be entitled to a refund or free/partial reschedule. All refunds and reschedules granted are at my discretion. Please ensure you have read and understood this document in full, ask any questions, or raise any concerns prior to your session starting.