



Conditions of using this service

What it is and what it isn't

By agreeing to use this service, you understand that this is not a counselling session. You will have the opportunity to explain your situation, needs and feelings. Enhance the UK can help support you by signposting to services or practical aids which may help you. We bring our personal experience together with the expertise and insights from our work at Enhance the UK and our panel of experts.

The information we share is based on our personal opinions and experience. It is not formal advice, and any actions you take are your responsibility. This is an informal support service, and it's up to you how you use the information from the session. We cannot be held responsible for any injury, harm, or other consequences that may result. Liability claims will not be accepted.

On occasion, and where possible, Enhance the UK may invite a professional who has knowledge of dealing with your situation to attend the session too. This advice doesn't replace any information

you may receive from your own healthcare professional. It just provides a unique opportunity to have an informal, lengthy conversation with a specialist.

Our promise to you

During your first session, two members of our team will be present. If this isn't possible, we will contact you to offer an alternative date.

Please let us know about any access requirements you have, and we will do our best to accommodate them.

Confidentiality

Each session will be treated confidentially, and no information will be shared, unless you give us express permission to do so. The session will take place virtually and we will make sure that no one can overhear. Everything you share will be treated with complete confidentiality and respect. All notes and information are securely stored, password protected and encrypted. We do not usually record Zoom sessions. If recording is considered helpful, it will only take place with the full agreement of all participants.

There are some exceptions to confidentiality, as follows.

- If we believe yourself or others are at serious risk of harm, we may have to consult with your GP or relevant authorities. We will always aim to discuss this with you before taking any action and gain your cooperation.

- By law we may have to inform the appropriate authorities in cases of terrorist activities, drug trafficking, or abuse of a child or vulnerable adult.

-Discussing your situation within our Love Lounge panel and the team. If we want to contact people who are outside of the Enhance the Team, who we think may be helpful to you, we will always inform you of this and ask for your permission.

After the Session

If we need to discuss your situation further, we may contact you via email with a follow up or summary of our discussion. If you feel you need another call, we can arrange this again within our clinic schedule. If we feel the matter is urgent, we may be able to schedule in a session quicker.

Unfortunately, due to limited resources, we can offer a maximum of 8 sessions per person or couple. The first session is free, and if you'd like to continue, additional sessions are available at £40 each.

Your commitment to us

Sessions will be 50 minutes long and we require you to be punctual at the start of the session. A link to the session will be emailed out to you.

Please try and give us at least 24 – 48 hours' notice if you can't make the session. We totally understand that things can crop up last minute though, so we will understand and rearrange your session.

You may talk about our sessions and share information with friends/family etc as much as you want. The confidentiality clause is our commitment to you, respecting the personal nature of the information you are sharing with us.

We look forward to meeting you!

Thanks, Zoe and the Love Lounge Team