**Terms & Conditions for Offers & Discounts**

**Overview**
These Terms and Conditions govern the offers and discounts provided by Counselling With Grace for counselling services. By availing of any offer or discount, clients agree to the following terms:

### **1. Discretionary Concessions**

* **Counselling Students** -Concessions may be available for counselling students who are undertaking mandatory personal therapy as a part of their counselling qualification. This discount will only apply to the hours they need to complete as a part of their qualification and will not be available for additional non-compulsory counselling sessions.
* **Financial Difficulties** - Individuals experiencing financial difficulties may be eligible for a reduced fee over a set period of time or for a specific number of counselling sessions.
* Any concessions are granted at the discretion of Counselling With Grace based on individual circumstances.
* Clients requesting a concession must provide relevant proof or discuss their circumstances with the counsellor before approval.
* The concession amount and duration will be determined on a case-by-case basis and are subject to periodic review.
* Concessions may be awarded to pre-existing clients as a priority and therefore be withdrawn from availability for new clients.

### **2. Advance Payment Discounts**

* Clients who choose to pay for multiple sessions in advance may be eligible for a discount.
* This discount cannot be applied to any initial session, or to remote counselling sessions.
* The discount rate and applicable number of sessions will be specified at the time of payment.
* Advance payments are non-refundable if a client discontinues therapy before using all prepaid sessions.
* Refunds will only be issued if Counselling With Grace withdraws the provision of the agreed counselling services. This refund will be calculated based on the amount of outstanding sessions.

### **3. General Conditions**

* Offers and discounts cannot be combined unless explicitly stated.
* Counselling With Grace reserves the right to modify or withdraw any offer at any time without prior notice.
* Discounts and concessions apply only to standard counselling sessions.
* In cases of misuse or misrepresentation, Counselling With Grace reserves the right to revoke any concession or discount.

For any enquires relating to these terms & conditions, or to apply for any of the discounts and offers available, please contact Counselling With Grace.