



THRIVE in mind

Thrive in Mind: Terms and Conditions

Last Updated: 30.10.24

These Terms and Conditions govern the use of services provided by *Thrive in Mind*, including Well-Being Clinics, Group Sessions, and Digital Training Programmes. By purchasing or using our services, clients and participants agree to abide by these terms. For questions, please contact us at contactus@thriveinmind.org.

1. General Terms

These General Terms apply to all services offered by *Thrive in Mind*.

- **Cancellation Policy:** Cancellations must be made at least 2 weeks in advance for well-being clinics, group sessions, or digital training subscriptions to avoid charges. Cancellations with less than 2 weeks' notice will be charged in full for the scheduled session(s).
- **Payment Terms:** All services are billed in advance, with automatic payments through GoCardless for subscription services. Payment is due within 30 days of invoice issuance for other services.
- **Intellectual Property:** All content, materials, and intellectual property provided by *Thrive in Mind* are for the client's or participant's personal use only. Sharing, copying, or distributing these materials is strictly prohibited.

Disclaimer: *Thrive in Mind* provides educational and resilience-building services but does not offer therapy or clinical mental health services. If users experience a mental health crisis or are otherwise unwell, they are advised to seek immediate professional help from a licensed mental health provider.

2. Terms for Well-Being Clinics

Service Overview

Well-Being Clinics are one-on-one, confidential sessions with a trained mental health professional, offered in 4-hour blocks. Sessions are designed to support employees with tools for managing personal and workplace challenges.

- **Subscriptions and Renewals:** Well-Being Clinics are available on a one-off, biannual, or quarterly basis, with GoCardless payments automatically billed in advance for

subscription clients. Clients may cancel subscriptions at any time; however, access will only cover clinics already paid for.

- **Attendance and No-Show Policy:** If a participant does not attend a scheduled session within the clinic block, the session is still chargeable. It is the client's responsibility to ensure that employees are aware of the scheduled times and attend their appointments.
- **Confidentiality and Data Retention:** Sessions are confidential, and no detailed records are kept. Only minimal, anonymised notes are recorded as needed for clinical governance and to ensure continuity of care when follow-up sessions occur. If a participant discloses a risk issue, we will request consent to contact their GP for further support.

Suitability Disclaimer

These clinics are not suitable for individuals in crisis or at high risk. Participants are advised in all advertising and waiting room materials not to attend if they are experiencing a mental health crisis or require urgent care.

3. Terms for Group Sessions

Service Overview

Group Sessions offer a structured, facilitated environment focused on building resilience, mental health awareness, and workplace well-being. Sessions may be conducted face-to-face or remotely, with each group limited to 20 participants to ensure quality engagement.

- **Session Requirements and Group Size:** Face-to-face sessions are limited to 20 participants per session. Clients must notify *Thrive in Mind* in advance if attendance numbers are expected to exceed this limit. The client is responsible for providing a suitable room and equipment for any face-to-face session.
- **Cancellation and No-Show Policy:** Cancellations must be made at least 2 weeks in advance. If a client cancels within 2 weeks of the session, the session is still chargeable. Additionally, if any participants do not attend a scheduled session, the full fee remains due and payable by the client.
- **Confidentiality and Ground Rules:** All participants are expected to respect confidentiality, privacy, and the experiences of others in the group. Ground rules include respecting each other, not discussing individuals who are not present, and maintaining a respectful and supportive environment.
- **Travel Fees:** Face-to-face group sessions within Yorkshire include travel costs. Travel fees apply for locations outside Yorkshire and will be invoiced as an additional cost.

4. Terms for Digital Training Programmes: Psychological Resilience When Overwhelmed

Service Overview

The Psychological Resilience When Overwhelmed programme is a digital training service providing tools and techniques to build resilience and manage stress. Access to the programme is granted within two days of payment, and users retain access for the entire subscription term.

- **Subscription and Renewal:** Digital training programmes are available as monthly or annual subscriptions through GoCardless. Subscriptions auto-renew unless cancelled. If an annual subscription is cancelled, the user will retain access until the end of the term. All renewals are final and non-refundable.
- **Intellectual Property:** All programme content and materials are owned by *Thrive in Mind* and provided for personal use only. Users may not copy, share, or redistribute any part of the programme or associated materials.
- **Confidentiality:** While *Thrive in Mind* can view participant names and email addresses for access purposes, individual user responses and entries within the programme are private and inaccessible to staff. Only user status (active or inactive) is visible to administrators.

Disclaimer

This programme is for educational purposes only and is not intended as a substitute for therapy or crisis intervention. Individuals experiencing significant mental health concerns should seek immediate help from a qualified mental health professional.

5. Liability Limitations

Thrive in Mind makes every effort to provide high-quality, effective services; however, we are not liable for any indirect, consequential, or special damages resulting from the use of our services. Clients and participants agree that *Thrive in Mind's* services are supplemental to professional mental health care and are not intended to replace therapy, crisis intervention, or clinical mental health support. Participants in severe distress or experiencing a crisis should seek immediate professional assistance.

6. Data Protection

Thrive in Mind complies with UK GDPR requirements. Personal data collected is retained only as necessary and is protected through secure servers and encryption. Minimal, anonymised data may be collected for service evaluation but will not include any personally identifying information. For further details, please see our Privacy Policy.

7. Updates to Terms and Conditions

Thrive in Mind reserves the right to amend these Terms and Conditions periodically to reflect changes in our services, industry standards, or legal requirements. Updates will be posted on our website, and clients will be notified via email of significant changes.

For any questions or clarifications, please contact us at [**contactus@thriveinmind.org**](mailto:contactus@thriveinmind.org)