

New Season Counselling Services Ltd

FREQUENTLY ASKED QUESTIONS

1) How do I book a counselling session?

Please visit the website: www.newseasoncounselling.co.uk and fill out the enquiry form online under the “How to Book” drop-down menu option. Once this has been received, you will be sent an email confirming your enquiry within 24 hours. A second email will be sent by a counsellor providing a **FREEPHONE** number for you to use to initiate your first session for telephone counselling, or an email address for email counselling.

2) What days can I have my counselling session?

Counselling sessions are held:

Monday - Friday 08:00am to 10:00pm

There are no counselling sessions at the weekends.

3) Can I make a block booking for my counselling?

Yes, block bookings are available for a **£50** reduction on the total cost. See “Prices & Concessions” document on the website for more details.

Please note that there are no refunds on block booking payments; please consider carefully before making this type of booking.

4) Do you offer face-to-face counselling sessions?

At present, NSCS offers a telephone, email, and live chat (ZOOM) counselling service only. Our online service makes counselling more accessible for clients all around the world, as they can have their sessions in the comfort of their homes.

5) Are you accredited?

I am currently working towards my BACP accreditation.

6) How long have you been a qualified counsellor?

I have been a qualified counsellor since 2008 and have been actively working in my profession since this time.

7) Are you insured?

Yes, I have full insurance with Holistic Insurance.

8) There seems to be another website with a similar name to yours online, what is the difference?

There is another website called newseasonscounselling.co.uk. NSCS's website is called newseasoncounselling.co.uk, **without the “s” after season**. The difference in our websites is that the other service does not offer telephone, email, or live chat counselling, which NSCS does. The benefit of the services NSCS offer, is that a client can have a counselling session from the comfort of their home, anywhere in the world.

9) Is the Freefone number you provide totally free for me?

Yes, the 0800 number is totally free for the duration of the call, **whether you use a mobile or a Landline number.**

10) Who do I contact if I need to complain about NSCS?

NSCS is a counselling service regulated by the ethical code of practice outlined by the British Association for Counselling & Psychotherapy (BACP). If you have a complaint, it would be advisable to speak directly to the counsellor first and explain why you wish to complain. If this matter cannot be resolved between you and the counsellor, please feel free to contact the BACP, using the following contact details:

Telephone – 01455 883300 and select option 3 ~ Email – ask@bacp.co.uk.