**FAQ for a Psychological Counselling Practice**

**1. What is psychological counselling?**
Psychological counselling involves working with a professional to address mental health issues, relationship challenges, or personal growth goals. It provides tools and strategies for managing stress, overcoming trauma, and improving overall well-being.

**2. What services do you offer?**
We offer individual counselling, couples therapy, group therapy, trauma recovery, addiction counselling, anxiety management, and holistic wellness services, including TRE, yoga, Reiki, and mindfulness practices.

**3. Who can benefit from counselling?**
Anyone experiencing mental health challenges, relationship difficulties, or seeking personal growth can benefit from counselling. Our services are tailored to adults, couples, and families.

**4. Are sessions confidential?**
Yes, all sessions are confidential and adhere to professional ethics as outlined by the ASCHP. Exceptions are made only in cases where there is a risk of harm to yourself or others.

**5. How long is a typical session?**
Sessions typically last between 50-60 minutes. The duration may vary for specific therapies or assessments.

**6. How do I schedule an appointment?**
Appointments can be scheduled via our website, by phone, or email. Contact information can be found on our website or promotional materials.

**7. Do you accept medical aid?**
We do not bill medical aids and by no way associated as members for the HPCSA. Payments are upfront, we can however, provide invoices that you can submit for tax purposes.

**8. What if I need to cancel or reschedule my appointment?**
We require at least 24 hours’ notice for cancellations or rescheduling. Late cancellations or missed appointments may incur a fee.

**9. Do you offer online counselling?**
Yes, we provide online counselling via secure video platforms for clients unable to attend in person.

**10. Can I purchase herbal products without counselling?**
Yes, our herbal products are available for sale independently of counselling sessions. Recommendations may be tailored during a consultation.

**Policies for Services and Products Sold in South Africa**

**Services Policy**

1. **Confidentiality:**
All client information and sessions are strictly confidential, except as mandated by South African law (e.g., cases of risk to life or abuse reporting).
2. **Fees and Payment:**
	* Payments are due at the time of service unless prior arrangements are made.
	* Payment methods accepted include EFT, cash, or card payments.
	* Invoices for medical aid submission can be provided upon request.
3. **Cancellations and No-shows:**
	* A 24-hour notice is required for cancellations or rescheduling.
	* Missed appointments or late cancellations may incur a fee of up to 50% of the session cost.
4. **Code of Ethics:**
All services adhere to the ASCHP guidelines, emphasizing professionalism, confidentiality, and client welfare.

**Herbal Product Policy**

1. **Quality and Safety:**
All herbal products are manufactured and sold in compliance with South African health regulations. Products are labeled with ingredients, instructions, and expiry dates.
2. **Use and Recommendations:**
Herbal products are not intended to replace medical treatments. Clients are advised to consult with a healthcare provider before using herbal remedies, especially if they have pre-existing conditions or are on medication.
3. **Product Storage:**
Customers are responsible for storing products as instructed to maintain efficacy and safety.
4. **Returns and Refunds:**
	* **Eligibility:** Unopened, unused products in their original packaging may be returned within 7 days of purchase for a full refund or exchange.
	* **Exclusions:** Opened, damaged, or used products are not eligible for returns due to health and safety regulations.
	* **Defective Products:** If a product is defective, a replacement or refund will be issued upon verification.
5. **Liability:**
The practice is not liable for adverse reactions arising from misuse or failure to follow product instructions.

**General Returns Policy**

1. **Services:**
	* Fees for counselling sessions are non-refundable unless the service was not rendered as agreed.
	* Pre-paid packages or subscriptions for services may be refunded pro-rata if terminated early.
2. **Workshops and Events:**
	* Cancellation requests for workshops must be submitted in writing at least 7 days prior to the event for a full refund.
	* Cancellations within 7 days are subject to a 50% cancellation fee.
3. **Digital Products:**
	* Refunds are not available for digital products, including eBooks or downloadable resources, once they have been accessed or downloaded.
4. **Herbal Products:**
	* Returns are accepted for unopened products in original condition within 7 days of purchase. Refunds are processed within 14 business days of return approval.
	* Defective or damaged products must be reported within 48 hours of receipt for replacement or refund.