EVERYONE THERAPY

CLIENT TERMS & CONDITIONS

Last Updated: 16 November 2026

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1. ABOUT THESE TERMS

1.1

These Client Terms & Conditions ("Terms") govern your use of the Everyone Therapy Platform, Therapist Matching Service, Introductory Services, Introductory Sessions, and related services.

1.2

By accessing the Platform, using the Therapist Matching Service, booking an Introductory Session, or otherwise using the Services, you confirm that you have read, understood, and agree to be bound by these Terms.

1.3

These Terms form a legally binding agreement between you and Everyone Therapy.

1.4

If you do not agree to these Terms, you must not use the Platform or Services.

1.5

These Terms should be read together with:

- our Privacy Policy;
- our Cookie Policy; and
- our Safeguarding Policy.

1.6

Where there is any inconsistency between these Terms and information published elsewhere on the Platform, these Terms shall prevail.

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2. DEFINITIONS AND INTERPRETATION

2.1 Definitions

In these Terms:

Client means any person who accesses the Platform, uses the Therapist Matching Service, books an Introductory Session, or receives Therapy Services from a Practitioner.

Everyone Therapy, **we**, **our**, or **us** means Everyone Therapy.

Introductory Fee means the fee charged by Everyone Therapy for the provision of Introductory Services, including the Therapist Matching Service, referral services, administrative services, Platform services, and the arrangement and facilitation of the Client's first appointment with a Practitioner.

Introductory Services means the services provided by Everyone Therapy to facilitate introductions between Clients and Practitioners, including:

- operating the Platform;
- providing the Therapist Matching Service;
- facilitating introductions;
- arranging Introductory Sessions;
- administering Introductory Session bookings;
- administering the Trial Therapist Offer;
- maintaining Practitioner profiles; and
- promoting Practitioner profiles and services available through the Everyone Therapy network.

Introductory Session means the first appointment between a Client and a Practitioner arranged through Everyone Therapy as part of the Introductory Services and covered by the Introductory Fee.

Platform means the Everyone Therapy website and associated systems, booking functionality, communication channels, and online services.

Practitioner means an independent counsellor, psychotherapist, therapist, coach, or other mental health professional who participates in the Everyone Therapy network.

Privacy Policy means the Everyone Therapy Privacy Policy as amended from time to time.

Safeguarding Policy means the Everyone Therapy Safeguarding Policy as amended from time to time.

Therapist Matching Service means the anonymous questionnaire and matching tool available on the Platform which assists prospective Clients in identifying Practitioners based on selected preferences, therapeutic approaches, specialisms, preferred delivery methods, and location.

Therapy Services means any counselling, psychotherapy, therapy, coaching, wellbeing support, therapeutic support, or related professional services provided directly by a Practitioner.

Trial Therapist Offer means the opportunity for a Client to meet up to two Practitioners for a single Introductory Fee where available and subject to these Terms.

2.2 Interpretation

Headings are included for convenience only and do not affect interpretation.

Words importing the singular include the plural and vice versa.

References to legislation include any amendment, replacement, or re-enactment of that legislation.

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3. WHO IS EVERYONE THERAPY?

3.1

Everyone Therapy is an introduction and referral platform that helps people identify and connect with independent Practitioners.

3.2

Everyone Therapy provides Introductory Services only and does not provide Therapy Services.

3.3

All Therapy Services are provided directly by independent Practitioners.

3.4

Everyone Therapy's role is limited to facilitating introductions between Clients and Practitioners.

3.5

Practitioners are independent professionals and are not employees, workers, partners, agents, or representatives of Everyone Therapy.

3.6

Although Everyone Therapy is not responsible for the delivery of Therapy Services, we maintain policies and procedures designed to support safeguarding, responsible referrals, and the welfare of individuals who engage with our Services.

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4. THERAPIST MATCHING SERVICE

4.1 Purpose

Everyone Therapy offers a Therapist Matching Service to assist Clients in identifying Practitioners who may meet their preferences and requirements.

4.2 Anonymous Questionnaire

The Therapist Matching Service consists of an anonymous questionnaire which asks questions regarding matters such as:

- preferred therapist profile;
- therapeutic approaches;
- specialisms;

- preferred method of delivery; and
- location.

4.3 Results

Based on the information selected, the Therapist Matching Service generates a list of Practitioners for consideration.

4.4 No Recommendation or Clinical Advice

The Therapist Matching Service does not constitute:

- counselling;
- therapy;
- psychotherapy;
- healthcare advice;
- medical advice;
- mental health advice;
- diagnosis;
- risk assessment; or
- a recommendation or endorsement of any Practitioner.

4.5 No Guarantee

Everyone Therapy does not guarantee:

- compatibility between a Client and Practitioner;
- Practitioner availability;
- suitability of any Practitioner; or
- therapy outcomes.

4.6 Questionnaire Responses

Responses provided through the Therapist Matching Service:

- are anonymous;
- are not retained by Everyone Therapy;
- are not shared with Practitioners;
- are not used for advertising purposes; and
- are not used to create Client profiles.

4.7 Cookies

The Therapist Matching Service may utilise cookies or similar technologies that are strictly necessary to maintain progress through the questionnaire and provide matching results.

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5. NO PROFESSIONAL ADVICE

5.1

Content available on the Platform, including Practitioner profiles, Therapist Matching results, articles, blogs, resources, and other materials, is provided for general informational purposes only.

5.2

Nothing on the Platform constitutes:

- counselling;
- psychotherapy;
- healthcare advice;
- psychiatric advice;
- medical advice;
- diagnosis; or
- treatment recommendations.

5.3

You should seek appropriate professional advice regarding your individual circumstances where necessary.

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6. INTRODUCTORY SESSIONS

6.1

Everyone Therapy may arrange Introductory Sessions between Clients and Practitioners.

6.2

The purpose of the Introductory Session is to enable the Client and Practitioner to determine whether they wish to work together.

6.3

Neither the Client nor the Practitioner is obliged to enter into a therapeutic relationship following an Introductory Session.

6.4

Introductory Sessions are provided as part of the Introductory Services offered by Everyone Therapy.

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7. FEES AND PAYMENTS

7.1 Introductory Fee

The Introductory Fee is payable to Everyone Therapy and covers the Introductory Services provided by Everyone Therapy, including the Client's first appointment with a Practitioner.

7.2 Payment

The Introductory Fee must be paid in advance at the time of booking unless otherwise stated.

7.3 Taxes

Any applicable taxes, including VAT where required by law, shall be included or identified during the booking process.

7.4 Therapy Service Fees

Following the Introductory Session, all fees relating to Therapy Services are payable directly to the Practitioner.

7.5 No Payment Collection for Therapy Services

Everyone Therapy does not:

- invoice Clients for Therapy Services;
- collect payment for Therapy Services;
- process payments for Therapy Services;
- administer Therapy Service refunds; or
- hold monies relating to Therapy Services.

7.6 Independent Financial Relationship

Any financial arrangement relating to Therapy Services exists solely between the Client and the Practitioner.

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8. TRIAL THERAPIST OFFER

8.1

Where a Client reasonably concludes following an Introductory Session that a Practitioner is not a suitable therapeutic match, Everyone Therapy may, at its discretion, facilitate an Introductory Session with an alternative Practitioner.

8.2

The Trial Therapist Offer is limited to a maximum of two Practitioners for a single Introductory Fee unless otherwise stated by Everyone Therapy.

8.3

Everyone Therapy reserves the right to determine eligibility for the Trial Therapist Offer.

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9. THERAPY SERVICES

9.1

Any agreement for Therapy Services is entered into directly between the Client and the Practitioner.

9.2

Everyone Therapy is not a party to any agreement relating to Therapy Services.

9.3

Responsibility for:

- assessments;
- treatment;
- therapeutic interventions;
- diagnoses;
- risk assessments;
- safeguarding decisions;
- record keeping;
- confidentiality obligations;
- professional conduct; and
- therapy outcomes

rests solely with the Practitioner.

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10. PRACTITIONER AVAILABILITY AND REFERRALS

10.1

Everyone Therapy cannot guarantee the availability of any particular Practitioner.

10.2

Everyone Therapy does not guarantee that a Practitioner will accept any referral or booking request.

10.3

Where a Practitioner is unavailable, Everyone Therapy may suggest alternative Practitioners.

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11. CANCELLATIONS AND RESCHEDULING

11.1

Clients may cancel or reschedule an Introductory Session by providing at least forty-eight (48) hours' notice.

11.2

Where at least 48 hours' notice is provided, the Client may:

- reschedule the Introductory Session; or
- request a refund.

11.3

Cancellations or rescheduling requests received less than 48 hours before the scheduled appointment may not be eligible for a refund.

11.4

Failure to attend an Introductory Session may be treated as a late cancellation.

11.5

Everyone Therapy may consider exceptional circumstances at its discretion.

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12. CLIENT RESPONSIBILITIES

Clients agree to:

- provide accurate information;
- use the Platform lawfully;
- treat Practitioners respectfully;
- attend appointments punctually;
- comply with arrangements agreed directly with Practitioners; and

- provide information reasonably required to enable safeguarding obligations to be fulfilled where appropriate.

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13. EMERGENCIES AND CRISIS SUPPORT

13.1

Everyone Therapy is not an emergency service.

13.2

If you or another person may be at immediate risk of harm, you should contact:

- 999;
- NHS 111;
- your GP;
- Samaritans on 116 123; or
- another suitable emergency or crisis support service.

13.3

Further information regarding safeguarding concerns can be found in our Safeguarding Policy.

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14. SAFEGUARDING

14.1

Everyone Therapy is committed to promoting the safety, welfare, and wellbeing of children, young people, and adults at risk.

14.2

Everyone Therapy maintains a Safeguarding Policy which explains our safeguarding procedures, reporting arrangements, information-sharing practices, and approach to risk management.

14.3

Practitioners remain solely responsible for safeguarding assessments, safeguarding decisions, risk assessments, reporting obligations, and safeguarding actions arising from Therapy Services.

14.4

Clients, Practitioners, and other individuals may raise safeguarding concerns with Everyone Therapy using the contact details published on the Platform.

14.5

Everyone Therapy may share information where reasonably necessary to:

- protect an individual from serious harm;
- respond to safeguarding concerns;
- comply with legal obligations;
- protect the vital interests of an individual; or
- cooperate with safeguarding authorities, healthcare professionals, emergency services, law enforcement agencies, or regulators.

14.6

Where Everyone Therapy reasonably believes an individual may be at immediate risk of serious harm, we may take any action reasonably necessary to support that individual's protection.

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15. PRIVACY AND DATA PROTECTION

15.1

Everyone Therapy processes personal information in accordance with applicable data protection legislation, including the UK GDPR and the Data Protection Act 2018.

15.2

Further information regarding personal information, cookies, the Therapist Matching Service, and your privacy rights can be found in our Privacy Policy.

15.3

Where safeguarding concerns arise, personal information may be processed and disclosed in accordance with our Privacy Policy and Safeguarding Policy.

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16. COMPLAINTS

16.1

Clients may submit complaints or concerns regarding Everyone Therapy or a Practitioner.

16.2

Everyone Therapy may acknowledge, record, review, and communicate complaints to the relevant Practitioner.

16.3

Everyone Therapy is not required to investigate, determine, or adjudicate disputes between Clients and Practitioners.

16.4

Clinical responsibility for Therapy Services remains solely with the Practitioner.

16.5

Nothing in this section prevents Everyone Therapy from treating a complaint, disclosure, allegation, or concern as a safeguarding matter where appropriate.

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17. INTELLECTUAL PROPERTY

17.1

All intellectual property rights relating to the Platform, Introductory Services, branding, logos, content, software, and materials remain the property of Everyone Therapy or its licensors.

17.2

Content may not be copied, reproduced, distributed, adapted, or used without prior written permission.

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18. LIMITATION OF LIABILITY

18.1

To the fullest extent permitted by law, Everyone Therapy shall not be liable for:

- Therapy Services;
- clinical decisions;
- treatment recommendations;
- safeguarding decisions;
- professional negligence;
- therapy outcomes;
- Practitioner conduct; or
- disputes between Clients and Practitioners.

18.2

Nothing in these Terms excludes or limits any liability which cannot lawfully be excluded or limited.

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19. CHANGES TO SERVICES AND TERMS

19.1

Everyone Therapy may modify, suspend, withdraw, or amend any part of the Platform or Services at any time.

19.2

Everyone Therapy may amend these Terms from time to time.

19.3

The latest version of these Terms will be published on the Platform.

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20. GOVERNING LAW AND JURISDICTION

20.1

These Terms shall be governed by and construed in accordance with the laws of England and Wales.

20.2

The courts of England and Wales shall have exclusive jurisdiction in relation to any dispute arising out of or connected with these Terms.

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21. CONTACT US

Everyone Therapy

Email: appointments@everyonetherapy.co.uk
Website: www.everyonetherapy.co.uk

Copies of our Privacy Policy, Cookie Policy, and Safeguarding Policy are available on the Platform.