

Mind in Motion
Empowering Neurodiverse Brains

Terms & Conditions



TERMS & CONDITIONS

Booking & Payment

- Payment is required at the time of booking in order to secure your session or programme place.
- Programme places are limited and cannot be held without payment.

Cancellation & Rescheduling

- A minimum of 24 hours' notice is required for cancellations or rescheduling of individual sessions.
- Unfortunately, cancellations made with less than 24 hours' notice may result in the full session fee being charged or the session being deducted from a programme block.
- This policy helps protect appointment availability and ensures fairness for all individuals accessing the service.

Attendance & Commitment

- Mind in Motion aims to provide supportive, structured, and meaningful sessions. Progress is often most beneficial when individuals engage consistently and are open to reflection, discussion, and practising strategies outside of sessions where appropriate.
- Support is collaborative, and meaningful growth and change often take time, understanding, and ongoing participation.

What Mind in Motion Is & Isn't

- Mind in Motion provides psychology-informed wellbeing support, psychoeducation, movement-based regulation, and

structured programmes designed to support understanding, emotional wellbeing, confidence, resilience, and self-awareness.

- The service aims to provide compassionate, structured support and practical strategies tailored to individual needs. However, meaningful growth and progress often require ongoing reflection, participation, and practise outside of sessions where appropriate.
- Mind in Motion is not a crisis service, emergency mental health service, diagnostic service, or medical treatment provider. Sessions and programmes do not replace clinical therapy, psychiatric care, or formal assessment where these may be required.
- While support may help individuals better understand and manage challenges, outcomes cannot be guaranteed, and progress will look different for each individual.

Additional Support & Signposting

- Mind in Motion aims to provide supportive and compassionate wellbeing support within the scope of the service offered.
- Where it is felt that additional, specialist, or more appropriate support may be required, recommendations or signposting to external services may be provided. This may include healthcare professionals, educational supports, crisis services, or other relevant organisations.
- The wellbeing and safety of individuals accessing the service will always remain a priority.

Parent/Carer Involvement

- For child and young person support, parent/carer involvement is recognised as an important part of the process.
- Parents/carers may receive general feedback, reflections, and recommendations where appropriate; however, children and young people will also be supported to have privacy and ownership within their sessions.

Confidentiality, Children & Safeguarding

- Mind in Motion aims to create a safe, respectful, and trusting environment where children, young people, and adults feel able to speak openly.
- Children and young people are entitled to an appropriate level of confidentiality within sessions. Information shared during sessions will generally remain private unless:
 - there are concerns regarding the safety or wellbeing of the child or others
 - there is a safeguarding concern
 - consent has been given to share information with a parent/carer or another professional where appropriate
- Where possible and appropriate, children and young people will be supported to understand when and why information may need to be shared.
- Safeguarding responsibilities will always take priority where there are concerns of harm or risk.

GDPR & Data Protection

- Mind in Motion is committed to handling personal information respectfully, securely,

and in line with relevant data protection legislation.

- Information shared through forms, emails, session notes, or assessments will be stored securely and used only for purposes directly related to the support provided.
- Personal information will not be shared with third parties without consent unless required for safeguarding, legal, or professional responsibilities.
- Individuals may request access to their personal information in line with GDPR regulations.

Contact Between Sessions

- Mind in Motion does not provide ongoing crisis support or emergency mental health support between sessions unless otherwise agreed.
- Emails and messages will be responded to within reasonable working hours where possible.

Late Arrivals

- If a client arrives late, sessions may need to finish at the originally agreed time in order to avoid impacting other appointments.

Respect & Wellbeing

- Mind in Motion aims to create a safe, respectful, and supportive environment for all individuals accessing the service.
- Any abusive, threatening, or inappropriate behaviour towards staff or others may result in support being paused or ended.

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GET IN TOUCH

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