



# Legal & Website Policies for Philippa Williams

<https://philippawilliams.co.uk>

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## Privacy Policy

This Privacy Policy outlines how Philippa Williams collects, uses, and protects your information in accordance with UK GDPR and the Data Protection Act 2018.

We collect personal data (such as name, email address, and health-related information) only with your consent, for the purposes of service provision, communication, and record-keeping. Your data will never be shared with third parties without your explicit consent, except where required by law (e.g. risk of harm).

You have the right to access, amend, or request deletion of your data at any time by contacting: [hello@philippawilliams.co.uk](mailto:hello@philippawilliams.co.uk). All information is securely stored in line with legal, ethical, and clinical standards.

## Accessibility Statement

Philippa Williams is committed to providing a website that is accessible to as many people as possible, regardless of ability or technology.

We aim to improve the user experience and meet accessibility standards. If you experience any difficulties accessing this website, or require information in an alternative format, please get in touch at [hello@philippawilliams.co.uk](mailto:hello@philippawilliams.co.uk) and we will respond within five working days.

## Terms & Conditions

By using this website or booking a service, you agree to the following terms:

- All services are provided in good faith for therapeutic, educational, and informational purposes only. They are not a substitute for medical diagnosis, emergency care, or legal advice.
- You are responsible for your own wellbeing, decisions, and professional actions during and after our work together.
- Philippa Williams reserves the right to amend services, pricing, or availability at any time.
- All content and resources on this website are protected under copyright law and may not be reproduced without permission.



## Refund Policy

Due to the nature of personalised services, refunds are not issued once a session has taken place.

Cancellations made more than 48 working hours in advance are eligible for rescheduling or a full refund. Cancellations made less than 24 working hours in advance are regrettably non-refundable.

For bookings made outside the website (e.g. via email), payment must be completed at least 48 working hours before the appointment time. If payment is not received by this time, the appointment may be cancelled or offered to someone else.

All package bookings are non-refundable. Times and dates for package bookings cannot be changed once booked.

For digital downloads and info sheets, all sales are final unless access is blocked by a technical error—in which case, screenshots and supporting evidence must be provided.

For memberships and packages, no refunds are available.

## Online Working & Behavioural Policy

All sessions are delivered online unless otherwise stated or agreed in writing. Clients are responsible for ensuring they have a stable internet connection, access to a private and quiet space, and appropriate technology for video-based sessions. Sessions will not be extended or refunded due to late arrivals, technical issues, or distractions within the client's environment.

By booking a session, you agree to engage respectfully and professionally. Philippa reserves the right to end any session immediately should there be behaviour that is aggressive, inappropriate, or deemed to pose a risk to herself, the client, or others. In such cases, no refunds will be issued.

Where there are concerns about risk or harm to you or another person, Philippa is within her rights to terminate the session and, if appropriate, to contact third parties such as your GP, emergency services, or safeguarding authorities. These actions align with confidentiality and professional ethical policies.

PhilippaWilliams.co.uk reserves the right to amend, update, or cancel sessions, services, and website content without prior notice. Clients will be notified of significant changes to booked sessions where possible.



If you are dissatisfied or have concerns about a service, please contact [hello@philippawilliams.co.uk](mailto:hello@philippawilliams.co.uk) and we will do our best to resolve the matter professionally and fairly.