Legal & Website Policies for Philippa Williams

https://philippawilliams.co.uk

Privacy Policy

This Privacy Policy outlines how Philippa Williams collects, uses, stores, and protects personal information in accordance with the UK General Data Protection Regulation (UK GDPR) and the Data Protection Act 2018.

Personal information may include your name, contact details, health-related information, and any information voluntarily provided during enquiries, consultations, supervision, training, or other services. Information is collected only where necessary for service provision, communication, administration, legal obligations, and record-keeping.

Your information will be treated confidentially and will not be shared with third parties without your consent unless required by law, safeguarding responsibilities, professional obligations, or where there is a risk of serious harm to yourself or others.

Secure technology, including artificial intelligence tools, may from time to time be used to support administrative functions, drafting, organisation, document preparation, business operations, and website management. No confidential client information will be processed in a manner inconsistent with applicable privacy legislation, professional obligations, or confidentiality requirements.

Individuals have the right to request access to personal information held about them, request correction of inaccurate information, request deletion where appropriate, or raise concerns regarding how their information has been handled. Requests should be made in writing to hello@philippawilliams.co.uk.

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If you have concerns regarding how your personal information has been collected, stored, used, or managed, please contact hello@philippawilliams.co.uk in the first instance so that the matter can be investigated and, where possible, resolved. If you remain dissatisfied following this process, you may refer the matter to the UK authority responsible for data protection and information rights.

Where you have consented to receive newsletters, updates, or marketing communications, you may withdraw your consent or unsubscribe at any time.

Accessibility Statement

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

We aim to provide a positive user experience and continually improve accessibility wherever reasonably practicable. If you experience any difficulty accessing content on this website, require information in an alternative format, or identify an accessibility issue, please contact hello@philippawilliams.co.uk.

Reasonable efforts will be made to respond within five working days where possible and to provide appropriate assistance or alternative access to the information requested.

General Terms & Conditions

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

- All services are provided in good faith for educational, therapeutic, training, wellbeing, performance, and informational purposes only.

- Services do not replace medical diagnosis, emergency medical or veterinary care, psychiatric support, legal advice, physiotherapy, or regulated healthcare services.
- You remain responsible for your own decisions, actions, wellbeing, horse management, and implementation of any recommendations provided during or following consultations, training, or sessions.
- Outcomes cannot be guaranteed.
- Philippa Williams reserves the right to amend services, pricing, travel fees, packages, policies, availability, and website content at any time without prior notice.
- All content, resources, downloads, written materials, and intellectual property associated with this website remain protected under copyright law and may not be copied, reproduced, distributed, or used commercially without written permission.

Additional terms relating to horse and rider services, online working, clinics, travel, external venues, and functional medicine consultations are outlined below.

Booking, Cancellation & Refund Policy

Booking, Cancellation & Refund Policy

Due to the nature of personalised services, refunds are not issued once a session, consultation, clinic place, programme, package, retreat, residential programme, or service has taken place.

Payment for all initial assessments, consultations, clinics, intensives, programmes, packages, retreats, residential programmes, and one-off sessions is due at the time of booking in order to secure the appointment or place. Appointments and places will not be confirmed or held until payment has been received.

For clients attending ongoing appointments under an agreed programme, package, payment plan, or regular booking arrangement, separate payment terms may apply where agreed in writing.

For one-off and pay-as-you-go appointments, cancellations or requests to reschedule made more than 48 working hours in advance will be accommodated where possible.

Separate terms apply to appointments reserved within packages, programmes, payment plans and regular booking arrangements, as outlined below.

Cancellations or requests to reschedule made within 48 working hours of any appointment are non-refundable and may be charged in full.

Failure to make payment according to the agreed schedule may result in the suspension of services or release of future appointments.

Subject to any applicable statutory rights, packages, programmes, block bookings, retreats, residential programmes, clinic places and event or workshop spaces are non-refundable once services have commenced or dates and resources have been reserved. Due to planning, venue, travel, accommodation and organisational commitments, dates for retreats, residential programmes, clinic days and other pre-booked events cannot normally be amended once confirmed.

Clinic days, external venues, group bookings, travelling appointments, retreats, and residential programmes may be subject to separate cancellation terms where stated in writing at the time of booking.

Digital downloads, written resources, and information sheets are non-refundable unless access is prevented due to a verified technical error.

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Packages, Programmes and Regular Booking Arrangements

Where appointments are agreed and reserved in advance as part of a package, programme, payment plan, block booking or regular booking arrangement, those appointments would normally remain fixed. Requests to change an appointment may be considered where possible, but alternative appointments cannot be guaranteed and are always subject to availability.

The agreed payment remains due according to the specified payment schedule whether or not a request to cancel or rearrange an appointment is subsequently made. If no mutually suitable alternative is available, the original appointment will remain included within the package and cannot ordinarily be transferred, credited, refunded or carried forward.

Where a client is unable to attend because of work commitments, annual leave, illness or other personal circumstances, the reserved appointment will ordinarily remain included within the package.

Monthly packages may only be paused where this has been agreed in writing before the next payment date. Where a package is paused at the client's request, regular appointment times will be released and cannot be guaranteed when the package resumes. Where a client wishes their regular appointments to remain reserved during their absence, the agreed monthly payment will remain due.

Planned practitioner leave will be communicated in advance wherever reasonably possible. Appointments will normally be scheduled around planned leave so that the agreed number of sessions can still be provided. Where an appointment cannot be provided because of practitioner leave, illness or cancellation, it will not be treated as a used session and will be rearranged, carried forward, credited or refunded as appropriate.

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Email support and check-ins included within monthly packages are available during normal working periods only. Emails are not monitored during annual leave, weekends or other notified periods of absence, and stated response times pause until the practitioner returns. Ongoing email access does not accrue as additional support during practitioner leave. Where a package includes a specified number of email reviews or check-ins, these will remain available after the practitioner returns and will not be forfeited because of practitioner leave.

Packages containing a fixed number of sessions, reviews or email check-ins must be used within any validity period confirmed at the time of booking. Client holidays, missed appointments or periods of non-engagement do not automatically extend the package validity period. Any extension must be agreed in writing. Where practitioner leave prevents the agreed services from being provided within the original validity period, the validity period will be extended accordingly.

Online Working & Behaviour Policy

All online clients are responsible for ensuring they have access to:

- a stable internet connection
- a suitable device
- a private and appropriate environment for sessions

Sessions will not be extended or refunded due to late arrivals, technical difficulties, interruptions, or distractions within the client's environment.

By booking services, you agree to engage respectfully and professionally at all times.

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Philippa Williams reserves the right to end or refuse sessions immediately where behaviour is considered aggressive, unsafe, inappropriate, manipulative, threatening, discriminatory, sexually inappropriate, or otherwise professionally unsuitable.

No refunds will be issued in these circumstances.

Where there are concerns relating to risk, safeguarding, safety, or welfare, Philippa Williams reserves the right to terminate sessions and, where ethically or legally appropriate, contact relevant third parties including GPs, emergency services, veterinary professionals, or safeguarding authorities.

Online Appointments and Technical Disruptions

Clients are responsible for ensuring they have a suitable internet connection, functioning equipment and a private environment for online appointments.

In the event of technical difficulties, including internet disruption, power failure or platform failure, reasonable efforts will be made to restore the connection and resume the appointment where practicable.

Where internet access is unavailable but telephone services remain operational, appointments may continue by telephone, where clinically appropriate and mutually agreed.

Where technical difficulties prevent an appointment from continuing, alternative arrangements may be offered at the practitioner's discretion, subject to availability and clinical suitability. Wherever practicable, outstanding session time will be accommodated within the client's usual agreed appointment day and time, once services have been restored.

Technical difficulties affecting the client's equipment, internet connection or local services do not automatically entitle the client to a refund, additional session time or replacement appointment. Where

the practitioner remains available to deliver the appointment, the reserved session fee remains payable.

In the event of widespread or prolonged disruptions beyond either party's reasonable control, including regional or national power outages, telecommunications failures, internet infrastructure disruption or other exceptional circumstances, appointments may be suspended until services are restored. Reasonable efforts will be made to resume or rearrange affected appointments, preferably within the client's existing appointment schedule.

Where technical difficulties originate from the practitioner's systems or services and prevent the appointment from being delivered, appropriate arrangements will be offered to complete the outstanding session time or reschedule the appointment.

The practitioner is not obliged to extend appointments beyond their scheduled duration, displace other clients or guarantee alternative appointments outside the existing schedule. All arrangements remain subject to practitioner availability, clinical suitability and applicable consumer rights.

Emergency & Crisis Support (Humans and Equines)

Psychological, naturopathic, supervisory, educational, and consultancy services provided by Philippa Williams are not emergency, crisis, psychiatric, medical, veterinary, or urgent care services.

Support is provided by appointment only. Email, website enquiries, contact forms, and social media communications are not continuously monitored and should not be relied upon in urgent or time-sensitive situations. This includes any email support or check-ins provided within naturopathic packages, which are intended only for non-urgent

follow-up concerning matters that have already been clinically assessed.

If you are experiencing a mental health crisis, suicidal thoughts, risk of harm to yourself or others, a medical emergency, or an urgent veterinary concern, please contact the appropriate emergency, crisis, medical, or veterinary services immediately.

If you require immediate support, please contact the appropriate emergency or crisis service:

- Emergency Services: 999
- NHS 111: Dial 111 or visit www.111.nhs.uk
- Samaritans (24 hours): 116 123
- NHS Mental Health Crisis Services: Contact NHS 111 and select the mental health option where available, or contact your local Crisis Team.

If you are outside the United Kingdom, please contact the relevant emergency, medical, mental health, or crisis services within your country of residence.

Horses & Riders Policy & Disclaimer

Horse and rider services are provided for educational, training, wellbeing, performance, rehabilitation, and informational purposes only.

All horses remain the responsibility of their owner, rider, or handler at all times.

Working with horses carries an inherent level of risk. By booking any ridden session, groundwork session, clinic, consultation, yard visit, or equine-related service, clients acknowledge and accept responsibility for their own safety, their horse, their equipment, and any accompanying individuals present.

Clients are responsible for ensuring that:

- horses are fit, appropriately insured, and suitable for the planned activity
- tack and equipment are safe and correctly fitted
- riders wear suitable clothing and current standard safety equipment where appropriate
- horses are safe to handle within the planned working environment

Philippa Williams reserves the right to refuse, postpone, amend, or discontinue sessions where there are concerns regarding:

- horse welfare
- rider wellbeing
- behavioural risk
- unsuitable equipment
- unsafe handling
- illness or injury
- environmental conditions
- professional suitability
- safeguarding or ethical concerns

Recommendations relating to training, horse management, rider development, behaviour, rehabilitation, or performance remain the responsibility of the owner or rider to implement appropriately.

No guarantees are made regarding behavioural, performance, rehabilitation, competition, or training outcomes.

Functional Medicine & Clinical Naturopathy Disclaimer (Humans and Equines)

Functional medicine, herbal, nutritional, homeopathic, and integrative wellbeing support for humans and animals is provided as

complementary support only and does not replace medical or veterinary advice, diagnosis, or emergency treatment.

Clients are encouraged to maintain appropriate relationships with their GP, consultant, veterinary surgeon, physiotherapist, or other regulated healthcare providers throughout treatment.

Any decisions regarding medications, veterinary treatment, supplements, herbs, feeding, or healthcare interventions remain the responsibility of the client or animal owner.

Any new, worsening, severe, or urgent symptoms should be assessed by an appropriate medical or veterinary professional without delay.

Naturopathic Email Support

Clinical email support is available for naturopathy only and only where it has been expressly included within the client's agreed package or purchased separately. It does not include psychotherapy, psychological support or therapeutic work by email. Routine administrative correspondence concerning appointments, invoices or payments is separate from clinical email support.

The amount of email support available will be specified within the individual package or booking agreement. Unless otherwise stated, one £50 email follow-up provides up to 25 minutes of professional time. This allocation includes all work required to provide the response, including reviewing the client's email and clinical history, researching where necessary, clinical reflection and formulation, reviewing existing recommendations or prescriptions, and preparing and writing the response. It does not mean 25 minutes of correspondence in addition to the associated clinical work.

Email support is limited to ongoing concerns that have already been assessed within a consultation. It may be used for appropriate progress updates, review of responses to an existing naturopathic

plan, and reasonable adjustments to recommendations or prescriptions already discussed.

New symptoms, new conditions, significant changes in presentation, or matters requiring further assessment cannot be assessed or treated through package email support and will require an appropriate consultation. Where the information provided is extensive or the work required exceeds the remaining email allocation, an additional email review or consultation may be recommended and charged separately with the client's agreement.

Philippa Williams reserves the right to determine that email support is not clinically appropriate or sufficient for the concern raised and may decline to provide advice by email. Where appropriate, the client may instead be offered a consultation or signposted to a GP, medical specialist, veterinary surgeon, emergency service or another suitable professional.

Email support is not continuously monitored and must not be used for urgent concerns or emergencies. Response times apply during normal working days only and pause during weekends, annual leave and other notified periods of absence.

Email support included within a monthly package is available only during the relevant package period and does not accumulate as additional support during practitioner leave. Where a package includes a specified number of email reviews or check-ins, any unused entitlement will remain available after the practitioner returns and will not be forfeited because of practitioner leave.

Travel & External Venue Policy

Travel fees may apply for in-person sessions, clinics, consultations, yard visits, and external venues.

Travel is generally charged at the current standard mileage rate, alongside any additional costs incurred including parking, tolls, accommodation, ferries, venue hire, or extended travel time where applicable.

Travel fees, minimum booking requirements, and availability vary depending on location and are confirmed at the time of booking.

For yard visits, clinics, and external venues, responsibility for providing a safe and suitable working environment remains with the client, organiser, or venue owner.

Philippa Williams reserves the right to amend travel fees, service availability, and pricing structures at any time without prior notice.

Where significant travel or accommodation has already been booked, cancellations may remain chargeable in full.

Complaints & Contact

If you are dissatisfied with any service or wish to raise a concern, please contact:

hello@philippawilliams.co.uk

All concerns will be approached professionally, ethically, and in line with relevant professional standards and governing bodies wherever possible. Acknowledgement of your complaint will be provided within one week and a full response will be provided within 30 days of the date of the initial complaint if not already provided at the acknowledgment stage.

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