

# Website Terms & Conditions

## **Dr Juliet Young**

**Website:** [drjulietyoung.co.uk](http://drjulietyoung.co.uk)

**Email:** [dr.julietyoung@outlook.com](mailto:dr.julietyoung@outlook.com)

**Last updated:** September 2026

These Terms & Conditions explain the terms on which you may use this website and, where applicable, enquire about, book or purchase services from me.

Please read these terms before booking or purchasing a service through this website.

## About me

I am **Dr Juliet Young, Clinical Psychologist**, providing psychological assessment, therapy, consultation, training and related professional services.

You can contact me at:

**Email:** [dr.julietyoung@outlook.com](mailto:dr.julietyoung@outlook.com) **Website:** [drjulietyoung.co.uk](http://drjulietyoung.co.uk)

## Using this website

The information on this website is provided for general informational and educational purposes.

Although I take reasonable care to provide accurate and appropriate information, website content is not intended to provide individual psychological or medical advice and should not be treated as a substitute for assessment, diagnosis, therapy or other professional support where this is needed.

Simply visiting this website, reading its content or making an initial enquiry does not create a psychologist-client relationship between us.

A therapeutic relationship begins only when we have agreed to work together and the relevant arrangements have been confirmed.

## Psychological services

Information about the psychological services I currently offer, including applicable fees, is provided on this website or will be communicated to you before you agree to begin working with me.

Before beginning psychological therapy, we will consider whether the service I offer is appropriate for your needs.

I reserve the right not to offer or continue a service where I reasonably believe that I am not the appropriate professional for your needs, that the service I provide is not appropriate for your circumstances, or that another form of support would be more suitable.

Clients receiving psychological services will also be provided with relevant information about our therapeutic work, including my **Therapy Agreement, Cancellation Policy** and **Client Data Protection & Privacy Policy**.

## Booking and payment

Appointments and other services may be booked or arranged through this website or directly with me.

An appointment or service is confirmed once it has been agreed and any applicable booking or payment requirements have been completed.

Please ensure that the contact information you provide is accurate.

Current fees will be made clear before you agree to purchase or book a service.

Payments may be processed through **Wix Payments, Stripe or PayPal**. These providers operate under their own terms and privacy policies.

## Cancelling or rearranging psychology appointments

You may cancel or rearrange an individual psychology appointment by giving me at least **48 hours' notice**.

Cancellations and requests to rearrange appointments must be made by email to:

**dr.julietyoung@outlook.com**

Where less than 48 hours' notice is given, the session fee will normally remain payable.

I understand that circumstances sometimes change unexpectedly. If you miss the 48-hour cancellation deadline but would still like to attend that week, I am happy to try to move your appointment to another available time within the same week.

This is subject to my availability and cannot be guaranteed.

If I am able to rearrange your appointment within the same week, you will not be charged for both appointments.

If I need to cancel a session, you will not be charged for that appointment. I will aim to give you as much notice as reasonably possible and, where possible, offer an alternative appointment.

These arrangements are separate from, and do not affect, any statutory consumer cancellation rights that apply.

## Online training, workshops and webinars

I may offer online training, workshops, webinars or other professional learning activities through this website.

Details of the training, including its content, date, format and price, will be provided before you book.

Unless different terms are clearly stated for a particular event, you may cancel your booking and receive a refund if you notify me:

- at least **7 days before the training is due to begin**; or
- **within 24 hours of making payment**, provided the training has not already taken place.

Cancellation requests must be sent to:

**dr.julietyoung@outlook.com**

If you cancel outside these periods, the fee will normally be non-refundable, subject to any statutory rights you may have.

Where appropriate and where spaces are available, I may offer to transfer your booking to another date. I am not able to guarantee that an alternative event or place will be available.

If I cancel a training event, you will be offered a full refund or, where available, the option to transfer your booking to an alternative date.

## Statutory cancellation rights

If you enter into a contract with me online as a consumer, you may have a statutory right to cancel a service contract within **14 days of entering into the contract**.

This statutory cooling-off period is separate from my ordinary cancellation arrangements described above.

If you ask me to begin providing a service during the statutory cancellation period, I may ask you to expressly request that the service begins before the cancellation period has ended.

If you subsequently exercise a statutory right to cancel after the service has begun, you may be required to pay a proportionate amount for services already provided, where permitted by law.

Where a service has been fully provided during the cancellation period following your express request, and you have provided the acknowledgement required by law, your statutory right to cancel may end once the service has been fully performed.

Nothing in these Terms & Conditions affects your statutory consumer rights.

If you wish to exercise a statutory right to cancel, please email **dr.julietyoung@outlook.com** and clearly state that you wish to cancel.

## Online psychological appointments

Online psychological appointments take place using **Zoom**.

You are responsible for having a suitable device and internet connection and, as far as reasonably possible, attending from somewhere private.

Occasionally, technical problems may interrupt an online appointment. If significant technical difficulties prevent a session from taking place, we will agree an appropriate way forward. This may

include attempting to reconnect, completing the session in another agreed way or rearranging the appointment.

I do not routinely audio- or video-record psychological sessions.

Where Heidi AI is used to support clinical documentation, this will be discussed with you separately and is covered in my **Client Data Protection & Privacy Policy**.

## Emergencies and urgent support

My private practice is **not an emergency or crisis service**.

Emails, website enquiries and other messages are not continuously monitored and should not be relied upon if you require immediate assistance.

If you or someone else is in immediate danger or requires urgent medical or mental health assistance, please contact the appropriate emergency or urgent healthcare service in your location.

## Privacy and confidentiality

I take privacy and confidentiality seriously.

Information submitted through this website is handled in accordance with my **Privacy Policy**.

Clients receiving psychological services will also receive my **Client Data Protection & Privacy Policy**, which provides further information about clinical records, confidentiality, data storage, clinical supervision, use of Heidi AI and your data-protection rights.

## Intellectual property

Unless otherwise stated, the original content of this website — including text, illustrations, graphics, branding, resources and other materials — belongs to me or is used with appropriate permission and is protected by applicable intellectual property law.

You may view and use the website for your own personal or professional reference.

You may not reproduce, republish, sell, distribute, modify, adapt or commercially exploit my website content, illustrations or resources without my prior written permission, except where permitted by law.

Purchasing or attending a service, workshop or training does not automatically transfer ownership of any intellectual property provided as part of that service.

Training materials, slides, illustrations, handouts and other resources remain my intellectual property unless I explicitly state otherwise.

They may be used by the purchaser for their own personal or professional learning but may not be reproduced, shared, sold, uploaded, used to provide commercial training to others or otherwise commercially exploited without my written permission.

Separate licensing arrangements may be available for some illustrations or materials. Please contact me if you would like permission to use my work.

## Third-party services and links

This website may contain links to websites or services provided by other organisations.

I am not responsible for the content, availability, security or privacy practices of third-party websites.

I also use third-party services to operate aspects of my practice and website, including Wix, Zoom and payment providers. Further information about how personal information is handled is provided in my Privacy Policy.

## Website availability

I aim to keep this website available and its information reasonably up to date, but I cannot guarantee that the website will always be available, uninterrupted or free from technical errors.

I may update, change, temporarily suspend or remove parts of the website where reasonably necessary.

## Responsibility for website information

I take reasonable care when preparing professional and psychological information for this website.

However, psychological information needs to be understood within the context of an individual's circumstances. General information provided through this website should therefore not be relied upon as a substitute for individual professional assessment or advice.

Nothing in these Terms & Conditions excludes or limits liability where it would be unlawful to do so or affects any statutory rights or remedies available to you.

## Changes to services or training

Occasionally, I may need to make reasonable changes to a service, training event or its arrangements because of circumstances outside my control.

Where a significant change affects something you have already purchased, I will aim to inform you as soon as reasonably possible and provide an appropriate solution.

If I cancel a paid service or training that cannot reasonably be rearranged, you will be entitled to an appropriate refund for the service that has not been provided.

## Changes to these terms

I may update these Terms & Conditions from time to time if my services, website, business arrangements or relevant legal requirements change.

The most recent version will be published on this website, with the date of the latest update shown at the top.

Changes will not retrospectively remove rights that you already have in relation to services you have purchased.

## Applicable law and consumer rights

These Terms & Conditions are intended to operate in accordance with applicable UK law.

If you are a consumer, you may also have mandatory rights under the laws that apply where you live. Nothing in these terms is intended to remove or restrict rights that cannot legally be excluded.

## Contact

If you have any questions about these Terms & Conditions, would like to cancel a booking or need to contact me about a service, please email:

**Dr Juliet Young**[dr.julietyoung@outlook.com](mailto:dr.julietyoung@outlook.com)[drjulietyoung.co.uk](http://drjulietyoung.co.uk)