

Terms and Conditions

Welcome

Thank you for visiting **Emma Hooper Counselling** at www.emmahoopercounselling.com. By using this website, you agree to these terms. If you do not agree, please do not use the website.

About Us

This website is operated by **Emma Hooper Counselling**.

Information on This Website

The information on this website is for general information only. It is not a substitute for counselling, therapy, diagnosis or treatment. If you need support, please contact us directly to discuss your circumstances.

If You Are in Crisis

This website is not monitored continuously and should not be used during an emergency. If you are at immediate risk of harm, please contact your GP. In addition, the following organisations are available to provide assistance:

- ❖ Calm – 0800 58 58 58
<https://thecalmzone.net>
- ❖ The Samaritans - 116 123
<https://www.samaritans.org>
- ❖ NHS Direct – 111
<https://111.nhs.uk>
- ❖ A&E department
<https://www.nhs.uk/nhs-services/urgent-and-emergency-care-services/find-urgent-and-emergency-care-services/>

Booking Counselling Sessions

Any counselling services booked following an enquiry are subject to a separate client agreement covering fees, confidentiality, cancellations and other professional terms.

Your Privacy and Personal Information

We understand that privacy is especially important when seeking counselling and emotional support. We only collect personal information that you choose to provide. We take reasonable steps to protect your information, including secure passwords and access controls, encrypted website connections (HTTPS), secure storage of records, limited access to personal information, and regular reviews of our security practices. We do not sell personal information. We use it only to respond to enquiries, provide services, meet professional obligations and comply with legal requirements. Although we work hard to keep information secure, no website or electronic communication system can be guaranteed to be completely secure. Please avoid sending highly sensitive information through website contact forms. See our **Privacy Policy** for full details.

Cookies

Information about our use of cookies can be found in our **Cookie Policy**.

Intellectual Property

Unless otherwise stated, all content on this website belongs to us or is used with permission. You may view, download and print materials for personal use, but not reproduce or distribute content for commercial purposes without permission.

Links to Other Websites

Links to external websites are provided for convenience only. We are not responsible for their content, accuracy or privacy practices.

Acceptable Use

Please use this website lawfully and respectfully. You must not attempt to gain unauthorised access to the website, interfere with its operation, or introduce harmful software.

Website Availability

We aim to keep the website available and up to date, but we cannot guarantee uninterrupted availability and may update, suspend or withdraw content from time to time.

Accuracy of Information

We take care to ensure information is accurate and current. However, occasional errors may occur, and information may change over time. Content is provided for general information only and should not be relied upon as personalised advice.

If Something Goes Wrong

We aim to keep this website available, secure and functioning properly. However, we cannot guarantee that it will always be error-free or uninterrupted. Nothing in these terms limits any rights you may have under applicable law or excludes liability that cannot legally be excluded.

Changes to These Terms

We may update these terms from time to time. The latest version will always appear on this page.

Governing Law

These terms are governed by the laws of England and Wales and any disputes will be subject to the jurisdiction of the courts of England and Wales.

These terms and conditions were last updated: August 2026