

TERMS AND CONDITIONS

State of Mind Counselling & Psychotherapy

Effective Date: 21 May 2026

These Terms and Conditions explain the basis on which you may use this website and engage with the services provided by State of Mind Counselling & Psychotherapy. By using this website, contacting us, making an enquiry, booking an appointment, accessing client resources or engaging with our services, you agree to these Terms and Conditions.

For the purposes of these Terms and Conditions, “we”, “us” and “our” refer to State of Mind Counselling & Psychotherapy. “You” and “your” refer to website visitors, clients, prospective clients and anyone who uses or interacts with our website or services.

Website and Contact Details

Website	https://www.stateofmind.clinic/
Address	State of Mind Counselling & Psychotherapy Gurteen Ballymahon Co. Longford N39 DK60 Ireland
Phone	043 33 62041
Fax	043 33 62043
Email	info@stateofmind.clinic

1. About Us

State of Mind Counselling & Psychotherapy provides counselling, psychotherapy and related therapeutic support services. Information on this website is intended to help visitors understand the services we offer, our approach, our availability and how to contact or book with us.

The information provided on this website is for general information only. It does not replace an individual professional assessment, counselling, psychotherapy, medical advice, legal advice, emergency assistance or any other specialist service that may be required in your particular circumstances.

2. Use of This Website

You agree to use this website lawfully, respectfully and only for its intended purposes. You must not use the website in any way that could damage, disable, overload, impair or interfere with its normal operation or with another person’s use of the website.

You must not attempt to gain unauthorised access to any part of the website, client portal, booking system, server, database or connected system. You must not submit false, misleading, abusive, unlawful, harmful, offensive or malicious information through the website.

We reserve the right to restrict or prevent access to the website where we reasonably believe it is being misused or where access may present a risk to our website, systems, services, clients, practitioners or other users.

3. Website Information

We aim to keep the information on this website accurate and reasonably up to date. However, we cannot guarantee that all content will always be complete, current or free from error.

Services, fees, availability, appointment times, practitioner information, articles, resources and other website content may be amended, withdrawn or updated without prior notice.

Nothing on this website should be understood as a guarantee that a particular service, appointment, therapeutic approach or outcome will be available, suitable or effective for you.

4. Counselling, Psychotherapy and Therapeutic Services

Any counselling, psychotherapy or related therapeutic service provided by us is subject to professional judgement, suitability, availability, assessment, ethical responsibilities, safeguarding considerations and the terms of any agreement made between us and the client.

We reserve the right to decline, pause, refer onward or end a service where we consider that the service is not suitable; where a different form of support is required; where a conflict of interest exists; where safety concerns arise; where professional boundaries are not respected; or where continuing the service would no longer be appropriate.

Using this website, submitting an enquiry or requesting an appointment does not automatically create a practitioner-client relationship. A professional relationship begins only when we have confirmed that we can offer an appropriate service and both parties have agreed to proceed.

5. Emergency and Crisis Situations

This website and our routine communication channels are not emergency services and must not be used in a crisis.

Where you are in immediate danger, at risk of serious harm or require urgent medical or mental health support, contact the emergency services immediately or attend the nearest emergency department.

In Ireland, emergency services can be contacted on 112 or 999. You may also contact your GP, an out-of-hours doctor, a local crisis service or another appropriate emergency support provider.

Emails, website forms, booking systems, messages, client-portal communications, fax transmissions and voicemail may not be monitored continuously and must not be relied upon for urgent or emergency assistance.

6. Appointments and Bookings

Appointments may be requested through the website, by email, telephone, client portal or another method agreed with us.

An appointment is not confirmed until it has been expressly accepted and confirmed by us. We may request additional information before determining whether a service is suitable or an appointment can be offered.

You are responsible for providing accurate contact information and attending appointments at the agreed time. You should inform us promptly where your contact details or relevant circumstances change.

7. Online Sessions

Where online counselling, psychotherapy or consultation sessions are offered, you are responsible for having a suitable internet connection, a private location, a working device and the required software or access link.

You should attend online sessions from a private and safe location where you are unlikely to be overheard or interrupted. We are not responsible for confidentiality issues caused by your environment, device, internet connection, shared accounts or access by another person.

Where technical difficulties occur, we will aim to agree a reasonable way to continue, reschedule or rearrange the session where appropriate. We cannot guarantee uninterrupted access to online systems, video platforms, booking services, email or client portals.

8. Fees and Payment

Fees may vary according to the type of appointment, service, programme, session length or individual arrangement made with you.

Where fees apply, the applicable payment terms will be explained before or at the time of booking. Payment may be required in advance, when booking, before the session or under another agreed arrangement.

We reserve the right to change our fees. Fee changes will not normally affect appointments that have already been confirmed unless otherwise agreed or clearly communicated.

Where payment is not received when due, we may pause, cancel or decline further appointments until the outstanding amount has been paid or another arrangement has been agreed.

9. Cancellations, Missed Appointments and Rescheduling

Where you need to cancel or rearrange an appointment, you should provide as much notice as reasonably possible.

A cancellation policy may apply. Late cancellations and missed appointments may be charged in accordance with the terms explained at the time of booking or included in the client agreement.

Where we need to cancel or rearrange an appointment, we will aim to provide as much notice as reasonably possible and offer an alternative appointment where appropriate.

Except where liability cannot lawfully be excluded, we are not responsible for losses arising from a cancelled or rearranged appointment.

10. Client Responsibilities

You agree to provide accurate and relevant information when contacting us, requesting or booking an appointment, completing forms or engaging with our services.

You are responsible for attending appointments on time, paying agreed fees, informing us of relevant changes in your circumstances and treating practitioners, staff and other service users with dignity and respect.

Counselling and psychotherapy must not be used as substitutes for emergency medical care, urgent crisis intervention, legal advice, financial advice or other specialist professional services where those services are required.

11. Confidentiality

We treat client information with care and confidentiality. Confidentiality is, however, subject to legal, safeguarding, ethical and professional limitations.

Information may be shared where there is a serious risk of harm to you or another person; where there is a safeguarding concern; where disclosure is required by law or ordered by a court; where information is required for professional consultation or supervision; or where disclosure is otherwise required to meet legal, ethical, insurance or professional responsibilities.

Where possible and appropriate, we will aim to discuss a necessary disclosure with you in advance. This may not be possible in urgent situations or where prior discussion would be unsafe, inappropriate or contrary to a legal requirement.

Further information about how we collect, use, store and share personal information is set out in our Privacy Policy.

12. Client Portal and Online Accounts

Where a client portal or online account is provided, you are responsible for keeping your login details secure and confidential.

You must not share your account or login details with another person. Where you believe that your account has been accessed without permission, you should inform us as soon as possible.

We may suspend, restrict or end access to a client portal where we reasonably believe there has been misuse, a security concern, a breach of these Terms and Conditions or another valid reason for doing so.

13. Website Forms and Communications

You may contact us through website forms, email, telephone, fax, booking systems or client-portal tools. Although we aim to respond within a reasonable period, we do not guarantee an immediate response.

Routine communication channels must not be used for emergency or crisis situations.

You are responsible for ensuring that information submitted to us is accurate, lawful and appropriate. You should avoid sending highly sensitive personal information through general website forms or unsecured communication methods unless it is necessary and appropriate to do so.

14. Intellectual Property

Unless otherwise stated, all content on this website, including written content, images, branding, articles, downloadable materials, graphics, layout and design elements, is owned by us or used under licence.

You may view and use the website for personal, informational and non-commercial purposes only.

You must not copy, reproduce, publish, distribute, sell, modify, adapt, upload, share or use website content for commercial purposes without our prior written permission or another lawful basis for doing so.

15. Articles, Blog Content and Resources

Articles, blog posts, resources and other general information provided on this website are intended for educational and informational purposes only.

Such content must not be treated as personal advice, an individual assessment, medical advice, a diagnosis, counselling, psychotherapy or a replacement for professional support tailored to your circumstances.

You should obtain appropriate professional advice before relying on general website content in relation to your own circumstances or making decisions based upon it.

16. Third-Party Links and Services

This website may include links to third-party websites, booking systems, client portals, payment providers, social-media platforms, articles, resources or external services.

We are not responsible for the content, privacy practices, security, availability, accuracy or operation of third-party websites or services.

Your use of third-party websites or platforms is at your own risk and may be governed by the third party's own terms and conditions, privacy policy and cookie policy.

17. Availability of the Website

We aim to keep this website available and operating properly. We do not guarantee that it will always be available, uninterrupted, secure or free from errors.

Access may be temporarily unavailable due to maintenance, updates, technical difficulties, hosting issues, security concerns, third-party disruption or circumstances outside our reasonable control.

To the fullest extent permitted by law, we are not responsible for loss or inconvenience arising solely from temporary website unavailability.

18. Limitation of Liability

Nothing in these Terms and Conditions excludes or limits liability where doing so would be unlawful.

To the fullest extent permitted by law, we are not liable for indirect, incidental, consequential or special loss arising from use of the website, reliance on website content, inability to access the website, use of third-party services or delays in routine communication.

We do not guarantee that using this website or engaging with our services will lead to a particular outcome, improvement, therapeutic result, personal change or resolution of any specific concern.

19. Professional and Therapeutic Limitations

Counselling and psychotherapy can be beneficial, but experiences and outcomes differ from person to person. Progress may be influenced by the nature and duration of the concerns involved, personal circumstances, engagement with the process, external support and other relevant factors.

We cannot guarantee any specific result from counselling, psychotherapy or related therapeutic services.

Where we believe that another practitioner, service, medical provider, specialist or emergency support service would be more appropriate, we may recommend or require that you seek support elsewhere.

20. Data Protection and Privacy

Your privacy is important to us. Personal information is processed in accordance with our Privacy Policy and applicable data-protection law.

Our Privacy Policy explains the information we may collect, the purposes for which it is used, how long it may be retained, who it may be shared with and the rights available to you in relation to your personal data.

By using this website or engaging with our services, you acknowledge that personal data may be processed as described in our Privacy Policy.

21. Cookies

This website may use cookies and similar technologies to support website functionality, security, analytics, performance and user experience.

Further information about the cookies used on this website is available in our Cookie Policy or cookie-management notice.

22. Changes to These Terms and Conditions

We may update these Terms and Conditions from time to time to reflect changes in our services, website, legal requirements, professional responsibilities or business practices.

An updated version will be published on this website with a revised effective date. Your continued use of the website after an updated version has been published will constitute acceptance of the revised Terms and Conditions, to the extent permitted by law.

23. Governing Law

These Terms and Conditions are governed by the laws of Ireland.

Any dispute relating to these Terms and Conditions, this website or services provided by us will be subject to the jurisdiction of the courts of Ireland, unless applicable law requires otherwise.

24. Contact Us

Where you have questions about these Terms and Conditions, please contact us using the details below:

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Phone	043 33 62041
Fax	043 33 62043
Email	info@stateofmind.clinic