

FAQs

What happens once I made contact?

SEST will aim to answer all inquiries within 48 hours Mon-Fri within office standard hours. Once you have contacted SEST you will be allocated to one of our therapists based on your requirements and the therapists' expertise and availability. At this point, we aim to ensure you are contacted by your therapist at the earliest opportunity to discuss your concerns in greater detail and to arrange an appointment.

What happens during my appointment?

SEST affiliated therapists offer sessions which last 50 mins, and typically will be weekly appointments arranged at the same time each week, unless otherwise agreed.

No physical contact or examinations take place during a therapeutic appointment. Given the nature of the topics discussed and provided that this is a space for you, no children and babies are allowed during the session being this online or in person.

What qualifications do the therapists have?

All SEST therapists are subject to COSRT's Code of Ethics and Practice for General and Accredited Members and the Conduct Procedure which can both be found on COSRT's website. Some of SEST therapists are also registered with other organisational bodies, please see each therapist's profile for further details.

Will the appointment be confidential?

Yes, SEST and its affiliated therapists uphold the highest standard of confidentiality and the information shared during your inquiry will be treated with respect and care. Therapy is a confidential non-judgemental space to support you explore relationship issues and psychosexual difficulties. SEST will only process personal data in accordance with our Privacy Statement and the UK GDPR. SEST affiliated therapists are independent data controllers. Once you made an inquiry, your information will be passed on the SEST affiliated therapist you will be seeing. SEST affiliated therapists will only process your data in accordance with their own client agreement and privacy policy. There are some safety and legal limitations to confidentiality and these will be discussed at your first appointment.

Do you offer in person as well as online appointments?

Yes. The face-to-face appointments are at different locations in Ashford and details will be provided by each therapist on start of therapy. Online therapy or phone calls are also available upon request. In some cases, online therapy might not be appropriate and this will be evaluated and discussed during the assessment with your therapist.

What do I need to do before my appointment?

There is nothing you need to be doing before your appointment or prepare. However, you might want to think what are the challenges you would like to work with on your therapist and share your hopes from therapy.

What if I need to cancel an appointment?

A cancellation notice of 48 hours applies for all appointments. If you cancel or miss an appointment within 48 hours the full fee will be charged. If for any reason you are unable to attend an appointment please let us know as soon as possible and we will respond accordingly. The cancellation policy is set out in further details in the contract between you and the therapist and is in place to maintain consistency and continuity of the therapeutic process which is important for the efficacy of therapy.

If the therapist will not be able to attend for whatever reason they will aim to give you the same notice where possible and you will receive a full refund of the cancelled session fee.

What are your fees?

Fees start from £70 for individual therapy and £90 for couples therapy. Each session will need to be paid in advance.