



BEACON HOUSE IS GOING REMOTE

1st April 2020

First and foremost, we hope that this letter finds you physically well during this turbulent time. We understand that for many individuals and families, the current situation is extremely testing and stressful.

Everyone at Beacon House is committed to offering our specialist therapeutic support more now than ever. In line with Government advice, we are not offering face-to-face appointments and our buildings are temporarily closed, however, we have moved all our services to remote working and we are pleased to let you know that it is 'business as usual' with assessments and therapy for both children and adults being offered using a video-calling programme called 'Zoom'. Zoom is similar to Skype, but just more secure. We are having such positive experiences so far with online therapy, so we encourage you to try it out even if you have some doubt about how it will feel for you.

Please do get in touch with us on 01444 413 939 or admin@beaconhouse.org.uk to find out more information or to make a referral.

Payment and Cancellation Policy

For all new self-funded appointments from 6th April 2020, payment will be required 48 hours before the start of the appointment. This can be made via our website, over the telephone or via BACS transfer. With our remote services, our cancellation policy applies as usual. That is, once you have confirmed your acceptance of an online appointment we will require two weeks' notice of a cancellation otherwise the cost of the appointment will still be charged.

Please don't hesitate to get in touch with us if you have any questions at all. We look forward to hearing from you.

The Beacon House Team