



Terms and Conditions

Ripl (part of What Works Psychology Limited)

Effective Date: 09/06/2025

Contact Details

Business Name: What Works Psychology Limited

Brand Name: Ripl (operated by What Works Psychology Limited)

Registered Address: Twelve Quays House, Egerton Wharf, Wirral, United Kingdom, CH41 1LD

Email: contact@whatworkspychology.co.uk

1. About These Terms

These terms and conditions ("Terms") govern your use of the Ripl website and services provided by What Works Psychology Limited. By using our website or engaging our services, you agree to be bound by these Terms.

If you do not agree with any part of these Terms, you must not use our website or services.

2. Our Services

Ripl provides psychological services including:

- Relationship coaching and assessment
- Online and in-person consultations
- Digital resources and materials
- Educational content and courses

All services are provided by HCPC registered clinical psychologists in accordance with professional standards and regulations.

3. Booking and Appointments

Booking Process:

- All appointments must be booked through our official booking system
- Payment is required at the time of booking unless alternative arrangements are agreed
- We will confirm your appointment details via email

**Appointment Conduct:**

- Please arrive on time for your scheduled appointment
- For online sessions, ensure you have a reliable internet connection and appropriate privacy
- We reserve the right to terminate sessions if professional boundaries are not maintained

Cancellation and Rescheduling:

- At least 24 hours' notice is required to cancel or reschedule appointments
- Cancellations with less than 24 hours' notice may result in a charge
- We may need to cancel appointments due to unforeseen circumstances and will provide as much notice as possible

4. Payment Terms

Fees:

- All fees are clearly stated at the time of booking
- Prices may be subject to change but any changes will not affect services already paid for
- Payment is accepted via secure online payment systems

Refunds:

- We offer a satisfaction guarantee: if after your first session you feel our services aren't right for you, we will refund the cost of any remaining pre-paid sessions
- Other refund requests will be considered on a case-by-case basis
- Refunds may take up to 10 business days to process

5. Professional Standards and Limitations

Professional Conduct:

- Our services are provided in accordance with HCPC standards and guidelines
- We maintain professional boundaries at all times
- All client information is treated confidentially in accordance with our Privacy Notice

Limitations:

- Our services are not intended as a substitute for emergency medical or psychiatric care
- If you are experiencing a mental health crisis, please contact emergency services or your local crisis team



- We may refer you to other services if we believe they would better meet your needs

Safeguarding:

- We have a professional duty to report concerns about serious harm to yourself or others
- This may override confidentiality in exceptional circumstances

6. Website Use

Acceptable Use:

- You may use our website for lawful purposes only
- You must not attempt to interfere with the website's operation or security
- You must not upload or transmit harmful content

Content:

- All content on our website is owned by What Works Psychology Limited or used with permission
- You may not reproduce our content without written permission
- We reserve the right to remove or modify content at any time

7. Intellectual Property

All content, materials, and resources provided through Ripl services are the intellectual property of What Works Psychology Limited. This includes but is not limited to:

- Assessment tools and questionnaires
- Educational materials and handouts
- Digital resources and downloads
- Session content and methodologies

You may use these materials for your personal use only and may not reproduce, distribute, or commercialize them without our written consent.

8. Limitation of Liability

Service Provision:

- We provide our services with reasonable care and skill
- We cannot guarantee specific outcomes from our services
- Your use of our services is at your own risk

Liability Limits:

- Our liability to you is limited to the fees you have paid for the specific services
- We are not liable for indirect, consequential, or special damages
- Nothing in these Terms excludes our liability for death, personal injury, or fraud

9. Data Protection

Your personal data is processed in accordance with our Privacy Notice and UK data protection law. By using our services, you consent to such processing and warrant that all data provided is accurate.

10. Complaints and Disputes

Making a Complaint:

- If you are unhappy with our services, please contact us directly first
- We aim to resolve complaints informally where possible
- You may also contact the HCPC if your complaint relates to professional conduct

Dispute Resolution:

- Any disputes will be handled under English law
- We encourage resolution through discussion before formal legal action

11. Changes to Terms

We may update these Terms from time to time to reflect changes in our services or legal requirements. The updated Terms will be posted on our website with a new effective date. Your continued use of our services after changes constitute acceptance of the new Terms.

12. Contact Information

If you have any questions about these Terms, please contact us:

Email: contact@whatworkspscychology.co.uk

Address: Twelve Quays House, Egerton Wharf, Wirral, United Kingdom, CH41 1LD

13. Governing Law

These Terms are governed by English law and any disputes will be subject to the exclusive jurisdiction of the English courts.



Last Updated: 09/06/2025