



WELLS COUNSELLING

Website Terms and Conditions

Wells Counselling

Counsellor: Jenny Wells

Email: jennywellscounselling@gmail.com

Website: wellscounselling.net

Last updated: September 2026

These Website Terms and Conditions explain the basis on which you may use the Wells Counselling website. By using this website, you agree to these terms. If you do not agree with them, please do not use the website.

1. About Wells Counselling

This website is operated by Jenny Wells, trading as Wells Counselling.

The website provides information about Wells Counselling, the counselling service I offer and how to contact me. I am a registered member of the British Association for Counselling and Psychotherapy (BACP) and work in accordance with its Ethical Framework.

2. Website information is not counselling

The information provided on this website is for general information only. Reading information on the website, using a contact or enquiry form, or communicating with me through the website does not constitute counselling or create a therapeutic relationship.

Counselling begins only when we have agreed that I will provide counselling to you and the relevant arrangements have been made.

Information on this website is not intended to replace individual medical, psychological, legal or other professional advice. If you need advice about a particular situation, you should seek appropriate professional support.

3. Emergencies and crisis support

Wells Counselling is not an emergency or crisis service. The website, email and any website enquiry form are not monitored continuously and should not be used to seek urgent help.

If you or someone else is in immediate danger, call 999 or attend A&E. For urgent mental health support in England, contact NHS 111 and select the mental health option. Samaritans can be contacted free on 116 123.

4. Accuracy and availability of the website

I aim to keep the information on this website accurate and reasonably up to date. However, information may occasionally become out of date or contain an error.

I may change, remove or update website content without notice. I cannot guarantee that the website will always be available, uninterrupted, secure or free from technical problems.

If there is any difference between general information on the website and arrangements specifically agreed with you in your Counselling Agreement, the agreed arrangements will apply.

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5. Contact and enquiry forms

If the website includes a contact or enquiry form, please use it for initial enquiries and practical information only. Please avoid including detailed or highly sensitive personal information unless it is necessary.

Submitting an enquiry does not guarantee that counselling will be offered. I will consider whether I have availability and whether Wells Counselling is an appropriate service for your needs.

Information submitted through the website will be handled in accordance with the Wells Counselling Privacy Notice.

6. Privacy and personal information

Wells Counselling takes the privacy of website visitors, prospective clients and clients seriously.

If you provide personal information through the website, by email or by another means, it will be handled in accordance with the Wells Counselling Privacy Notice and applicable UK data protection requirements.

The Privacy Notice explains what information I collect, why I use it, how it is stored, how long it is retained, when it may be shared and your data protection rights.

7. Cookies and similar technologies

The website may use cookies or similar technologies that are necessary for the website to function. If non-essential cookies or similar technologies are used, appropriate information and choices will be provided in accordance with applicable requirements.

Where consent is required for non-essential cookies or similar technologies, this will be requested separately and will not be treated as consent given merely by accepting these Website Terms and Conditions.

Further information about cookies used by the website should be provided through the website's cookie information or cookie settings where applicable.

8. External websites and links

The website may contain links to external websites or services that I believe may be useful. These websites are operated by third parties and are outside my control.

A link does not mean that I endorse or accept responsibility for all of the information, services, security or privacy practices of an external website. You should check the relevant terms and privacy information when visiting another website.

9. Intellectual property and permitted use

Unless otherwise stated, the written content, branding and original materials on the Wells Counselling website belong to Wells Counselling or are used with appropriate permission.

You may view, print or download reasonable extracts for your own personal, non-commercial use. You should not reproduce, republish, sell, distribute or commercially exploit substantial parts of the website or present Wells Counselling material as your own without permission.

Third-party materials remain subject to the rights of their respective owners.



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10. Links to this website

You may link to publicly available pages of the Wells Counselling website provided that the link is fair, lawful and does not suggest an association, approval or endorsement that does not exist.

You should not present the website or its content in a misleading or inappropriate context.

11. Security

I take reasonable steps to support the security of the website and personal information. However, no website, email system or internet transmission can be guaranteed to be completely secure.

You are responsible for taking reasonable precautions when using the internet, including protecting your own devices and accounts and being cautious about the information you send electronically.

If you believe there may be a security issue involving the Wells Counselling website or information you have provided, please contact me as soon as possible.

12. Limitation of responsibility

Nothing in these terms is intended to exclude or limit responsibility where it would be unlawful to do so.

Subject to this, Wells Counselling is not responsible for loss arising solely from reliance on general information on the website where individual professional advice should reasonably have been sought, or for problems caused by third-party websites, services or circumstances outside my reasonable control.

These terms do not affect any legal rights that cannot lawfully be excluded or restricted.

13. Counselling services

These Website Terms and Conditions relate to use of the website. They do not replace the Wells Counselling Counselling Agreement.

If you become a counselling client, the Counselling Agreement will set out the arrangements for counselling, including sessions, fees, cancellations, confidentiality and other relevant terms.

14. Complaints

If you have a concern about the website or the service provided by Wells Counselling, please contact me in the first instance.

Complaints about the counselling service will be handled in accordance with the Wells Counselling Complaints Procedure. Concerns about professional conduct may also be raised with BACP where appropriate.

If your concern relates to the handling of your personal information, please see the Wells Counselling Privacy Notice. You may also have the right to raise a data protection concern with the Information Commissioner's Office (ICO).

15. Changes to these terms

I may update these Website Terms and Conditions from time to time, for example if the website, services or legal requirements change.



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The current version should be made available on the Wells Counselling website. The date at the top of this document shows when it was last updated.

16. Governing law

These Website Terms and Conditions are governed by the law of England and Wales.

Any dispute relating to use of the website will be subject to the courts that have jurisdiction under applicable law.

Contact

Jenny Wells - Wells Counselling

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