Crystal Palace Practice
Counselling, Psychotherapy & Wellbeing Services

Crystal Palace Practice – Therapy Room Hire Agreement

3E Foresters Hall
25–27 Westow Street
Crystal Palace
London SE19 3RY

Eligibility & Documentation

All therapists are asked to provide up-to-date copies of professional indemnity insurance, current professional body membership, and relevant qualifications. Room hire at Crystal Palace Practice is available to fully qualified practitioners and is not currently open to trainees.

Ad Hoc Bookings

Ad hoc sessions can be booked via Therapeuta online booking system.

- Rate: £16 per hour
- Bookable up to 6 weeks in advance

If a regular block booking is requested for a time currently held as an ad hoc session, block bookings will usually take priority. However, any ad hoc sessions already booked within the next 4 weeks will be honoured and will not be moved to a different room.
Beyond this period, where changes are needed, we will always aim to offer an alternative room at the same time where possible.

Cancellations:
- 48+ hours' notice: no charge
- Less than 48 hours: full fee applies

Ad hoc access is intended for therapists actively using the space. If there are no bookings for 2 consecutive months, we may review access.

Block Bookings

Block bookings are weekly and recurring, and available in 2-hour or 4-hour blocks.

Peak evening times (Monday–Thursday, 5pm–9pm) are offered as 4-hour blocks only.

Bookings that end at 12:00pm or 4:30pm include a 30-minute buffer before the next session begins.

Block Booking Rates

Monday–Friday (2-Hour Blocks)

Time	Hourly Rate	Per Block	Per Month
Morning (8–10 / 10–12)	£12	£24	£96
Afternoon (12:30–2:30 / 2:30–4:30)	£13.50	£27	£108

Weekend (2-Hour Blocks)

Hourly Rate	Per Block	Per Month
£13.50	£25	£100

Monday–Friday (4-Hour Blocks)

Time	Per Block	Per Month
Morning (8–12)	£48	£192
Afternoon (12:30–4:30)	£54	£216
Evening (5–9)	£60	£240

Weekend (4-Hour Blocks)

Hourly Rate	Per Block	Per Month
£13.50	£50	£200

Multi-Block Discounts (4-Hour Blocks Only)

Discounts are available for therapists holding multiple weekly 4-hour block bookings:

- Second block: standard rate
- Third block: £2 per hour discount
- Fourth block: £4 per hour discount

No discounts apply to 2-hour block bookings.

Payment Terms

Room hire for blocks is payable monthly in advance, with payment due by the 1st of each month. We kindly ask that therapists set up an automatic payment to keep things running smoothly. Where payment is not received by the due date, Crystal Palace Practice reserves the right to suspend or release the booking and offer the room to another therapist.

Payment details:
Wells & Co. Therapy Ltd
Sort Code: 23-69-72
Account Number: 31052180

- Minimum commitment: 3 months
- Notice period: 4 weeks (in writing)

Illness & Absence

Illness, injury, or personal circumstances that lead to your room booking not being used do not suspend room rental or hold a booking unless payment continues, or this has been agreed in writing in advance.

Communication

Therapists are expected to communicate promptly regarding any issues affecting payment or room use. Where clear communication is not received, the existing booking and payment terms will continue to apply.

Arrears & Suspension of Room Use

Where room rental falls into arrears, Crystal Palace Practice reserves the right to suspend room use until the outstanding balance is settled or a written payment plan is agreed.

Suspension of room use does not remove responsibility for fees already incurred.

Keys, Access & Deposits

Crystal Palace Practice operates across more than one practice site. Room bookings, access, and keys are specific to the site and room agreed at the time of booking.

A refundable key deposit of £65 is required for Foresters Hall therapy room keys and £6.50 for courtyard keys, reflecting the costs incurred by the Practice.

Deposits are refundable upon return of all keys when the room hire arrangement ends. Lost keys will be charged at the same rate to cover replacement costs.

Liability

The hirer is responsible for any damage to persons or property occurring during their booking, except where damage results from general wear and tear.

Website Listing & Marketing

Therapists are welcome to request a profile on the Crystal Palace Practice website.

By submitting a profile, you are giving permission for Crystal Palace Practice to use your profile information, biography, and approved images across the website, social media, and promotional materials.

Consent can be withdrawn at any time in writing.

The subscription fee for a website listing is £3.50 per month and is due on the 1st of every month. Once your profile is live, please set up an automatic recurring payment.

Agreement

Date:

Name:

Address:

Telephone:

Email:

Emergency Contact:

Supervisor Name & Contact Details:

Signed by the Therapist:
Name:
Signature:
Date:

Signed for and on behalf of Crystal Palace Practice:
Name: Rebecca Wells
Signature:
Date: