



Online and Telephone Sessions

To maintain confidentiality, as with face-to-face sessions, online and telephone sessions are held in a safe, confidential space, free from interruptions. Do find a suitable space yourself which is quiet enough and won't be interrupted, and also check that you have sufficient network or wi-fi coverage. For video sessions we can use Zoom, Skype or FaceTime.

Zoom

I will send details to join a Zoom meeting at the appointment time. This can be done via Text or Email, whichever is your preference. To enter the meeting go to 'Join' in the App and enter the meeting ID and password. Alternatively click on the link sent.

The Zoom App or Desktop Client is required to be installed on your device. An account is not required. For ease of use and to save session time, I suggest installing this prior to our session. However, it can also be installed at the beginning of the session if required by following the prompts after clicking on the meeting link.

Download Zoom from <https://zoom.us/download>

FaceTime - Call 07973 427488 or ian@ianrattray.com

Requires Apple device with FaceTime App normally installed by default. I will call you at the appointment time.

Skype - Call [ianrattray](tel:07973427488)

Requires Skype App or Desktop Client to be installed, and a Skype account. It is necessary to set this up prior to our meeting and that you are signed in to the app to be able to receive calls at the appointment time.

I will call you at the appointment time or you are welcome to call me if you wish.

Download Skype from <https://www.skype.com/en/get-skype/>

Telephone

I will call you at the appointment time or you are welcome to call me if you wish.

Payment

All Payment methods as noted in the information sheet 'Payment and Cancellation Terms and Conditions' are accepted except for Cash or Cheque. The preferred method of payment is via Direct Bank Transfer. If sessions are paid for by a 3rd party please check their conditions cover sessions attended by Video or Phone.

Please don't hesitate to let me know if you have any questions.