**GoCardless** is an online, trackable payment system. Each month, you decide to prepay for either 1, 2, 3 or 4 sessions, depending on your availability. If you book four sessions a month, you end up with 4 free sessions in the year, which I hope will make up for any sessions you pay for but can’t attend at the last minute.

Also, you can attend a second session in the same week (with the same language and conversations) at no additional charge.

To explain this in greater detail, I have set out below a series of frequently asked questions:

|  |
| --- |
| **FAQ’s**  **What if I have a holiday planned – can I temporarily reduce payments?**  Yes - you just need to let me know before the first of the month, and I will change your payment for the following month. We’ll send an email reminding you let us know your intentions before the 1st.  **What if I suddenly can’t make a session?**  You also get four free sessions a year if you pay for four sessions a month. It is not possible to roll sessions over to the following month, but you might be able to attend another session in that same week.  **What if I think I can only make two sessions a month?**  No problem –you just need to let me know. If you buy two, and one month you’d like to attend three, we can initiate a payment for the third session.  **What are the benefits of the Go Cardless payments?**  Benefits include simplified and less communication and an effective way to track payments.  **How will the payments be set up?**  Via **‘GoCardless’** – which some attendees have been using for several years. Once a payment has been initiated, you’ll receive email notification.  **Can I cancel payments?**  Yes - you can request a cancellation of payment.  **What if I only want to Pay-as-you-go?**  There is no Pay-as-you-go option, but if you know you want to attend, but are not sure when, just book one session. Then we know you’re still interested, and we’ll continue to send you the crib sheets. It really helps our planning to know who’s attending.  **What are the benefits of GoCardless?**  Please refer to the **GoCardless** website on the link below for the benefits:  <https://gocardless.com/guides/moving-customers-to-direct-debit/explaining-gocardless-to-customers/>  **What if I don’t want to pay via GoCardless?**  Give me a call and we can have a chat. I am looking to make this simpler for everyone. We will be able to find a solution – there always is one! |

**What happens now?**

* Please sign up to **GoCardless** via this link: <https://pay.gocardless.com/AL0000QVX7KAKJ> .
* If you are not sure what you’d like to do, please get in touch via email or phone. I’m happy to talk it through with you. My number is 07776 234691.  
    
  Thanks,

Angela