



Holding Space Terms & Conditions

By accessing or using Holding Space, you agree to the following terms.

Eligibility

To access support through Holding Space, you must:

- Be aged 16 or over.
- Be a resident of the United Kingdom.
- Engage respectfully with volunteers, staff and other members of the community.

Holding Space reserves the right to withdraw support where behaviour is abusive, threatening, discriminatory or repeatedly breaches agreed boundaries.

Nature of the Service

Holding Space is a lived experience peer support service.

We are not:

- Medical professionals.
- Therapists or counsellors.
- A crisis service.
- Emergency mental health support.
- A replacement for NHS or private treatment.

Any information provided by Holding Space should not be considered medical, psychological or clinical advice.

Confidentiality and Safeguarding

We respect the privacy of everyone who accesses our service.

However, confidentiality is not absolute.



Information may be shared where:

- There is an immediate risk of serious harm.
- There is a safeguarding concern.
- There is a serious risk to another person.
- We are legally required to do so.

Wherever possible, we will aim to discuss this with the individual first.

Crisis Situations

Holding Space is not an emergency service.

If you are at immediate risk of harm, please contact:

- 999
- NHS 111
- Your GP
- Your local mental health crisis service

Holding Space should never be your only source of support during a crisis.

Changes to the Service

Holding Space reserves the right to amend, pause or withdraw services where necessary to ensure the safety, wellbeing and sustainability of the organisation.

Contact

If you have any questions regarding these Terms & Conditions, please contact:

edholdingspace@gmail.com