

THERAPY AGREEMENT

Sessions

Therapy sessions last 50 minutes each. Although there is no limit on the maximum number of sessions we can have, regular reviews will support us assess how therapy is going for you. You are free to terminate the agreement at any time, and I would ask if you could give me a week's notice where possible. *The ending* is an integral part of our work, and I strive to create the space and bring meaning to the end of therapy.

Payment

Each session costs £55 and requires to be paid at least 48 hours *prior* to your appointment via bank transfer. Once I am in receipt of your payment, I will issue an email confirmation, and if working online, I will send a Zoom link. In the event that I have not received payment 24 hours prior to your appointment, I will issue an email with a reminder.

My bank details are as follows:

Account Name:

Sort Code:

Account Number:

Changing Appointment, Cancellations, and Lateness

You can change or cancel an appointment at any time by emailing me. The table below explains fees and cancellations, and changes of appointments in detail.

	Change appointment	Cancel appointment	Refund offered
up to 2 days (5 pm) before session (including Sunday)	yes	yes	yes
from 2 days to 5 pm on the day before the appointment	yes	yes	no

after 5 pm the day before the appointment	no	yes	no
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Changing an Existing Appointment

If you would like to change your appointment, you can do so by emailing me, and together, we will look at a more suitable time and date to meet. I always try to accommodate within the same working week, but sometimes this is not possible, and we would need to look at the following week. You will receive an email from me with the new agreed time and date.

Cancellation – what happens if you cancel the session?

You can cancel your appointment at any time by emailing me. A confirmation email will be sent out to you.

Cancellation – what happens if I cancel the session?

If I am to cancel a session, I will inform you as soon as possible. I will always aim at rescheduling the missed session within the same week or the week after. You will not incur any additional costs for this, and your payments will be honoured or refunded if that is your preference.

Lateness

There may be times, for whatever reason, that the session starts later than agreed.

When that happens on my side, I will aim to communicate that to you promptly. Alongside that, I will still offer you the 50-minute session. If the delay impacts your other commitments, the appointment will be rescheduled free of charge.

When lateness happens on your side, and it is more than 5 minutes, I invite you to let me know by email. I will wait for you for the duration of the session as planned, and I am happy to go ahead with the session unless you state otherwise. However, you will still be charged for the entire session, and the session won't be extended as this may run into another client's time.

Complaints

I am an individual member of BACP. I hope you feel you can bring to me any concerns or difficulties you are finding in our work together. I will ensure there is space for you to raise any concerns you may regularly have. This is part of how I work and monitor that you are satisfied with the service. If you have reasons to complain beyond any resolution, I am inviting you to read the complaints procedure as outlined by BACP.

Confidentiality

Your attendance at therapy with me is confidential, and so is everything that you will discuss during the sessions. Due to professional requirements, I see a supervisor who abides by the exact terms of confidentiality as I do. I may discuss my work with you during supervision sessions, where your identity will remain anonymous. There might be times, though, when I would need to seek guidance from my supervisors to help me to support you: if you are at risk of harming yourself or others or when statutory law requires me to inform the relevant authorities (such as in terrorist activities, drug trafficking, or safeguarding matters regarding children).

When this happens, I will support you in bringing the concerns forward to any agency dealing with the issue. In case of impossibility to help you do so, I will discuss the break of confidentiality with you and keep you informed about and throughout the process.

To ensure your and other clients' confidentiality, I will ask you to arrive no earlier than 5 minutes from the beginning of your counselling session, whether the session is online or in-person.

Notes and Record-Keeping

Please refer to the GDPR document to know how I record and keep the notes from the sessions.

Online

I use Zoom when working online with clients. Please ensure that the technology you are using to communicate with me is in working order and running smoothly. For example, you may want to check that your internet connection is stable enough for a video call. It is your sole responsibility to ensure that the device you are using is in working order. Once I have received payment for your upcoming session, I will email you a Zoom link.

Outside the Therapy Room

Should an occasion arise where we see each other in public, I will not engage with you. This is not because I am choosing to ignore you; it is to protect the therapeutic and confidential nature of our relationship.

Social Media

I have a public profile on different social media platforms. I do not accept friend or contact requests from current or former clients on any social networking site. I am also unable to engage publicly online if we have an already established client/therapist relationship, as it may compromise your confidentiality. If you have questions about this, please bring them up when we meet, and we can talk more about this.