



the empathic therapist

Counselling Agreement

The Empathic Therapist

Welcome

Thank you for choosing to work with The Empathic Therapist.

This agreement explains how we'll work together and includes the practical information you need before we begin counselling.

If you have any questions, please don't hesitate to ask.

Working Together

Counselling sessions last 50 minutes.

Counselling is open-ended, with no set number of sessions. We'll review our work together regularly to make sure counselling continues to meet your needs.

You're free to end counselling at any time. Where possible, I'd appreciate one week's notice so we can use our final session to bring our work together to a thoughtful close.

Appointments, Payment and Cancellations

Counselling sessions are £55.

When we arrange an appointment, I will send you a payment link by email. Payment can be made securely online by card or Apple Pay and is due no later than 48 hours before your appointment.

If payment hasn't been received, I may send a reminder. If payment remains outstanding 48 hours before your appointment, I reserve the right to cancel the session and release the appointment time.

If you need to change or cancel your appointment, please let me know by email as soon as possible.

Appointments cancelled more than 48 hours before the session will be refunded in full or transferred to another available appointment.

Appointments cancelled within 48 hours of the session are charged in full.

If you do not attend your appointment without prior notice, the full session fee will be charged. For in-person appointments, the £10.50 room hire cost that I incur will also be charged, making the total amount due £65.50.

If I need to cancel a session, I'll let you know as soon as possible and offer an alternative appointment. If this isn't suitable, any payment already made will be refunded.

If you arrive late, your session will still finish at the agreed time so that other clients aren't affected.

Confidentiality

Everything you share during counselling is treated as confidential.

As a registered member of the British Association for Counselling and Psychotherapy (BACP), I work in accordance with the BACP Ethical Framework and attend regular clinical supervision. Information discussed in supervision is anonymised.

There are occasions when confidentiality may need to be broken. These include situations where there is a serious risk of harm to yourself or someone else, concerns about the safety of a child or vulnerable adult, or where disclosure is required by law. Wherever possible, I'll discuss this with you first.

Privacy

Your personal information and counselling records are handled in accordance with UK data protection legislation.

Full details of how your information is collected, stored and used are available in my Privacy Policy:

theempathictherapist.policydiary.co.uk

Online Counselling

Online sessions take place via Zoom. Please make sure you're somewhere private with a stable internet connection before your session begins.

Once payment has been received, I'll send your Zoom link before your appointment.

Contact Between Sessions

Please use email for practical matters such as appointments. If there's something you'd like to explore therapeutically, we'll discuss it during your next session.

I don't routinely monitor emails outside my working hours, so I may not respond immediately. If you need urgent support, please contact your GP, NHS 24, emergency services or another appropriate crisis service.

Meeting Outside the Counselling Room

As we live in a relatively small community, we may see each other outside of counselling.

To protect your privacy and confidentiality, I won't approach or acknowledge you if we meet in public.

If you choose to acknowledge me, I'll politely acknowledge you in return but won't stop to chat. This helps protect your confidentiality, particularly if either of us is with family, friends or colleagues, and maintains the professional boundaries of our therapeutic relationship.

Social Media

You're welcome to follow **The Empathic Therapist's** public social media pages if you wish.

To protect professional boundaries, I don't accept requests on my personal social media accounts or use social media to communicate about counselling. If you need to contact me, please do so by email.

Complaints

If you're unhappy with any aspect of our work together, I encourage you to discuss it with me first.

If you're still dissatisfied, information about the BACP complaints process is available on the [BACP website](https://www.bacp.co.uk).

Thank you for taking the time to read this agreement.

I look forward to working with you.



The Empathic Therapist
theempathictherapist.co.uk
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