

Counselling Information

Please read this document carefully as it contains important information about our services.

1. Session Duration & Attendance

- Counselling sessions last 50 minutes. If you arrive late, the session will still end at the scheduled time.
- You may end counselling at any time. A planned ending is encouraged to support your wellbeing but not required.

2. Fees & Payment

- Session fees will be agreed before therapy begins.
- Payment is invoiced electronically. Payment details are included at the bottom of each invoice.
- Payment may be made by BACS, PayPal, or cash (for in-person sessions).

3. Cancellations, Missed Sessions & Therapist Cancellations

- I operate a 24-hour cancellation policy. Sessions cancelled within 24 hours, or non-attendance without notice, are charged at the full fee.
- Cancellations should be made via text, email, or phone.
- If I need to cancel a session, I will give as much notice as possible and offer an alternative appointment.

4. Online & Telephone Counselling (Hybrid Work)

- Online sessions take place via a secure platform (e.g., Zoom).
- You are responsible for ensuring you have a private, quiet space and a stable internet connection.
- If technical issues interrupt the session, we may switch to telephone where appropriate.
- The session fee still applies in the event of technical issues caused on the client side.

5. Emergencies & Crisis Situations

I do not offer an emergency or crisis service.

If you are in immediate danger or feel unable to keep yourself safe, please contact:

- 999 (emergency services)
- NHS 111
- Your GP
- Samaritans: 116 123 (free, 24 hours)

6. Contact Outside Sessions & Boundaries

- Contact between sessions should be for practical purposes only (e.g., scheduling).
- I aim to respond within my working hours but cannot guarantee immediate replies.

7. Confidentiality

Confidentiality is fundamental to our work. Everything discussed in sessions is confidential **except** in the following circumstances:

- There is a serious risk of harm to you or others.
- There are safeguarding concerns regarding a child or vulnerable adult.
- Disclosure of terrorism, money laundering, or other legally mandated reporting issues.
- Information is requested by a court.

I discuss my work in professional supervision (as required by the BACP). Supervisors are bound by the same ethical and confidentiality standards.

Your GP will not be contacted without your permission unless there is a significant risk of harm.

8. Professional Standards & Insurance

- I work according to the BACP Ethical Framework for the Counselling Professions.
- I hold professional indemnity insurance.

9. Data Protection, Record Keeping & GDPR

- I comply with the Data Protection Act 2018 and GDPR.
- Session notes are anonymised, brief, and stored securely and separately from identifying information.
- Records are kept for a standard retention period and then securely destroyed.

10. Holidays & Breaks

- I will provide reasonable notice of any planned breaks or holidays.
- You are welcome to schedule breaks from therapy and can discuss these with me at any time.

12. Consent

- By attending sessions, you confirm that you have read, understood, and agreed to these terms and conditions.