



All appointments are booked in agreement with the terms and conditions below

CONFIDENTIALTY

What you say to your counsellor will remain confidential under most circumstances.

Your counsellor will need to break confidentiality under the following circumstances:

- Discussing counselling work in clinical supervision.
- If you share information regarding a serious risk of harm to yourself or others, including but not limited to the abuse or neglect of children or vulnerable adults, terrorism, drug trafficking, illegal activities, suicide, and safeguarding issues.

BOUNDARIES

Counselling sessions take place at a pre-scheduled date and time.

If you arrive late:

Your counsellor will wait for you for 20min after which time the session will be seen as missed and charged at the usual rate.

The time you have will be shorter because the session will end at the normal time.

If you are unable to attend:

Please contact your counsellor via email or phone as soon as possible.

Cancellations that occur within 48hrs of the scheduled session will be charged the regular fee.

If you are regularly cancelling sessions:

Your counsellor will discuss with you whether this is the best time for you to be in counselling and work with you to find an appropriate solution.

If you miss a session without contacting your counsellor:

She will try to contact you to discuss the reasons for you not attending.

If you miss 2+ sessions without contacting your counsellor:

She reserves the right to end the counselling agreement and will communicate this to you.

If you are under the influence of alcohol or drugs at the time of your session:

your counsellor will not see you for that session.

If your counsellor is unable to attend the session:

she will contact you as soon as possible. Your counsellor will also let you know in advance of any holiday time or scheduled breaks which may impact your care.