

# Terms and Conditions

Below are the F.A.C.E terms and conditions for client information. These will explain what the expectations are between client and counsellor for the service that is offered throughout the counselling process.

## Counselling Contract Terms and Conditions

What is the cancellations and payments policy?

- Sessions will be held at a mutual convenient time, agreed beforehand by both parties
- Appointments are weekly and/ or fortnightly agreed at the initial assessment/consultation and will last approx 50 minutes per session
- Once the initial assessment/consultation has taken place, a double session payment is taken.
- This will not be chargeable in the last session unless the terms and conditions have not been adhered to by giving 48 hours notice.
- Pay as you go payments are not available.
- Block booking of 6 or 10 sessions only
- Block sessions must be completed within 3 months from date of initial session
- If unable to attend any given sessions, this requires 48 hours notice or there will be a charge of the full agreed session fee.
- On-going session payments are paid 48 hours in advance to ensure room bookings are secured and to allow for other clients to access the allocated slot.
- The initial payment made will not be refundable, if 48 hours notice has not been given, and there will be further session payment required to secure your next booking.
- If the 48 hours notice is not given to end counselling, and the client fails to make prior contact, appointments will be released, and there will be no refund of payments.

## Is what I tell the counsellor confidential?

These sessions are treated as confidential at all times, however exceptions in breaking confidentiality are where there is:

- Circumstances relating to serious risk of harm to the client or others.
- Identifying risks to children or vulnerable adults.
- Suspected acts of terrorism, trafficking or money laundering

If the counsellor / therapist feels that for any reason confidentiality needs to be broken, whenever possible, this will be discussed between the counsellor/therapist and the client(s), and they will be informed in any event of disclosure made relating to the client(s) or others.

- If there is an immediate risk of safety to a client, therapy may not be appropriate at that time as counselling is not a crisis service provider and may require other specialised professionals.
- Parents of children and young people will only be given confidential information at their child's request, or in the event of any concerns raised by either party. This will be discussed with the client before this takes place, where possible unless there is risk of serious harm.
- Once counselling commences with a child or young person, and there is information that could be useful to share, this will be shared in conjunction with the child or young person's knowledge and discussed in the session.
- If the appropriate adult would like to attend a session with a child or young person once they commences, this must be with the knowledge and consent of the child or young person unless there is a risk of their safety.

- The parent/guardian(s) will be given a copy of the counselling agreement to sign for the children under 14 years old, which will be discussed and explained at the initial consultation.
- Clients are to be able to engage in therapy by not being intoxicated or affected by illicit drugs. In the event the client is not 'fit' to attend the session, the client will be asked to leave, and the session payment will not be refunded.
- F.A.C.E counselling policy is that when there is on-going or pending court cases client cannot be seen unless this is not related to you, the client. This will be discussed before the session commence.

**What are the differences between being referred by a company and contacting me privately?**

Usually, an initial assessment/consultation is not carried out due to only being offered six sessions. However, I will undertake a mini-assessment with you and go through the cancellation policy that applies between the referring agency and F.A.C.E counselling. Some referring agencies or companies require feedback about how the client sessions have benefitted them or not as the case may be, as a six-session model is not always useful if there are deep rooted issues and sessions are private and confidential unless as stated above there are concerns of risk and harm.

**How will my counsellor/therapist be supervised regarding their clinical work and practise?**

- By attending regular supervision privately, to ensure my ethical clinical practise and duty of care towards clients is monitored and checked.
- Supervisors are registered with the BACP governing body, and they have the relevant supervisory qualifications to carry out such supervision, adhering to the ethical framework and code of conduct set out by the BACP.
- All client cases discussed are not identifiable by name – cases are identified via a log number allocated to that client(s) when commencing the counselling process.