

**New Season Counselling Services Ltd**  
**TERMS & CONDITIONS OF COUNSELLING AGREEMENT**

**Counselling Sessions**

- ❖ *Counselling sessions will be **one-hour** long. However, if a client is late, the remainder of the hour will be used. Time will not be extended unless otherwise agreed with counsellor.*
- ❖ *The counselling relationship will be as long as mutually agreed between counsellor and client. A review of the counselling sessions will be carried out every **6th session**.*
- ❖ *A written assessment of a client's presenting issue and pertinent information will be conducted on the **1<sup>st</sup>** session for the counsellor's private records.*

**Confidentiality**

- ❖ *The counselling service offered by New Season Counselling Services Ltd will be confidential between counsellor and client. All pertinent information, such as details on the assessment form and sessional notes will be kept in a locked safe online and at the counsellor's home. The only exceptions in revealing confidential information to a third party are as follows:*
- ❖ ***Supervision sessions** ~ The counselling work will be discussed with a reputable supervisor, which is in accordance with BACP Ethics and Practice, but client's personal identification, e.g., name, address, etc., will not be disclosed by the counsellor.*
- ❖ ***Risk of Harm** ~ Confidentiality may have to be broken if the client is deemed to be at risk to themselves, the counsellor, or others outside the counselling relationship.*
- ❖ ***Assisting in a criminal investigation** ~ In cases where confidentiality needs to be broken to a third party, the counsellor will discuss this openly with the client to obtain permission if needed. The counsellor will also seek guidance from the BACP, or their supervisor.*

**Cancellation, Payments, and End Date**

- ❖ *There is no charge for cancelling session **7 days** (1 week) before the next session is due. Cancellations made after the 7-day deadline will incur a **half price charge**. Missed appointments will incur the **full session price** if no prior contact was made with the counsellor.*
- ❖ *Acceptable ways of payment **prior to, or on the day of sessions** are by PAYPAL, using the link on the website, or BACs payment to account details: **30- 95-02, A/C No: 00426972 (Lloyds Bank), name: Mrs. Elizabeth Umoren**.*
- ❖ *All planned holidays agreed with the counsellor will not incur any charges, as long as a week's notice is given. The counsellor will also advise of booked holidays in advance. **Please note that any holiday over a 3-week period will disrupt the counselling process.***

~~~~~

***It is highly advisable that a client gives 2 weeks' notice to the counsellor in order to end their counselling relationship. This allows for an adequate time for each person to reflect on the relationship formed and bring a satisfactory closure to the work.***