

## ONLINE COUNSELLING CONTRACT

### Counselling sessions and fees

Counselling sessions last 50 minutes each, and on the first session we will agree on the time, day and frequency of therapy together. Although there is no limit on the maximum number of sessions we can have, regular reviews will support us to assess how therapy is going for you. Due to this ever-changing situation caused by the spread of COVID-19, the sessions can take place when it feels more suitable to the both of us.

The fee for each session is £40, payable before the start of the session by BACS.

You are free to terminate the contract at any given time and I would ask if you could give me a week notice where possible.

### Using Zoom

For our counselling sessions, I will be using Zoom, an online platform that has good audio and video quality, it is lightweight, supported by all devices and it is end-to-end encrypted.

You would need to download the programme on your device of choice before the beginning of the session and familiarise with it. During the first session, I will allow for some extra time to set up our session together (up to 10 minutes).

From the second session onwards, I will ask you to start getting ready 10 minutes before the session starts. I will then send you a link to join the chat room where the session will take place.

### Cancellations

I appreciate there may be occasions when you need to cancel a session. If that happens, I would invite you to inform me at the earliest opportunities. Due to these uncertain times, sessions cancelled because you or someone in your household are directly impacted by the COVID-19, sessions will rescheduled without incurring in any extra costs at a time that would suit us both. If a payment was already made and you don't want or cannot continue counselling together and prior notice was given (24 hours), I will send you a full refund via BACS.

Any other cancellations outside those strictly related to COVID-19 will be charged at a flat rate of £20.

If for any reasons I am to cancel a session, I will inform you as soon as possible. I will let you know at least a week in advance of any time off I intend to take that will affect your counselling sessions. If I have to cancel because of COVID-19, I will let you know and try to reschedule for a time that would suit us both. If you already made a payment, I will keep that payment for a future session. If that is not possible, I will offer you a full refund.

### Confidentiality

Your attendance to counselling with me is confidential, so is everything that you will discuss during the sessions. Due to professional requirements, I see a supervisor who abides to the same terms of confidentiality as I do. During supervision sessions I may discuss about my work with you, where your identity will be kept anonymous. There might be times though where I would need to seek for guidance to help me to support you: if you are at risk of harming yourself or others or when statutory law requires me to inform the relevant authorities (such as terrorist activities, drug trafficking or safeguarding matters).

When this happens, I will support you to bring the concerns forward to any agency that deal with the issue arisen. In case of impossibility to support you to do so, I will discuss the break of confidentiality with you and keep you informed about and throughout the process.

### Notes and record keeping

Please refer to the GDPR document to know how I record and keep the notes from the sessions.

### Complaints

I am a registered counsellor with the British Association for Counselling and Psychotherapy (registration number 376845). Although I hope you wouldn't have any reasons to complain about my practice, you can direct any complaints about my work to BACP on 01455 883300 or by visiting their website at [www.bacp.co.uk](http://www.bacp.co.uk).