



TERMS AND CONDITIONS

By booking and attending an Awaken Therapy session, all clients acknowledge and agree to the following Terms and Conditions, as well as reading and accepting the Privacy Policy.

General

I am an Accredited Member of The National Counselling & Psychotherapy Society (NCPS) and a Member of The National Hypnotherapy Society (NHS) and as such abide by their ethical frameworks. Please see the relevant websites for more details.

It is important to be aware that counselling requires a regular commitment to be effective and can bring up challenging feelings - sometimes things might get worse before they get better. I provide both short and long-term therapy and progress will be reviewed regularly.

For hypnotherapy, it is important to keep in mind that the desired results can never be guaranteed. Clients should understand that their own commitment and motivation are required, that people react differently to hypnotherapy and results may vary from person to person. Individuals living with certain medical and/or psychiatric conditions, such as psychosis or epilepsy, may not be appropriate clients for hypnotherapy and consultation with a GP should be sought before booking sessions.

The initial consultation is an opportunity for you to find out more about the process of counselling and/or hypnotherapy and ask any questions you may have. Should you decide to go ahead with booking sessions, you will be required to read and agree to these terms and conditions and privacy policy, as well as sign a client contract before therapy can commence.

Clients should understand that therapy may be brought to an end at any time and there may be cases where I am not in a position to work effectively with you. I will always endeavour to refer you on to an alternative therapist in these cases.

Confidentiality

Everything that you discuss with me is confidential. **Confidentiality will only be broken if there is concern about your safety, the safety of someone else or I am instructed to do so by a Court of Law.** I will always endeavour to speak to you about this first. Further information about the safeguarding policy I must adhere to can be found on the NCPS and NHS websites, as well as further information about confidentiality in my Privacy Policy.

I discuss my clinical work with a supervisor. This is to ensure that I am offering you the best service possible and that I am working in a safe and responsible way. These conversations are bound by confidentiality and you will only be referred to by initials.

Notes are also kept of each session. These are anonymised and are stored securely. These notes are for my use only and help me to keep a track of everything that is being discussed. They will only be shared with your consent or if I am instructed to do so by a Court of Law. I keep these

notes securely for 7 years after your therapy comes to an end (or 7 years after a child I have been working with turns 18), after which they will be confidentially destroyed.

You have the right to view these notes at any time. To make this request please contact me directly.

Please see my full Privacy Policy for more details about how data is used and stored, as well as your rights under the General Data Protection Regulation (GDPR) guidelines. This can be found on my website www.awakentherapy.co.uk.

Clients under 16 years of age

I require written consent from a person with parental responsibility in order to work therapeutically with clients under the age of 16 and there is a specific section in the client contract for this purpose.

For counselling, I work with children aged 11+ and in order for the work to be as effective as possible, it is important for younger clients to have a sense of autonomy and control in their therapy, whilst recognising the need for parents/carers to be involved in some form. This will be discussed at the start of therapy.

For hypnotherapy, I work with children aged 7+ and will usually require a parent/carer to be present throughout each session for younger children. If it is felt that the child will respond more positively without a parent/carer present, this can be discussed.

Appointments

All appointments last for 50-60 minutes and we will usually meet on a weekly or fortnightly basis.

Therapy requires client commitment and motivation in order to achieve the best possible results. Throughout our time together, I will always treat you with respect and I am committed to adhering to the code of conduct as specified by the NCPS and NHS.

Please ensure that you arrive on time, as it may not be possible to accommodate lost time and the session may still have to finish at the originally scheduled time.

You must also agree to attend sessions not under the influence of drugs or alcohol and understand that any abusive behaviour towards me will not be tolerated and will result in the end of therapy.

Online appointments

I can use either Microsoft Teams, WhatsApp video calling or Doxy for online sessions. It is important that you ensure that your internet connection is adequate for communication over the chosen platform, as well as ensuring that you have a quiet space where you will be undisturbed and able to relax throughout the session. If a technical problem beyond our control disrupts the session and we can't easily and quickly resolve the issue, I will contact you using an alternative online platform. If the alternative options fail, we will reschedule the session in full. Prospective clients should be aware that online therapy may not be appropriate in all cases and this will be assessed during the initial consultation.

Payment

Sessions can be booked directly with me or via the website and details regarding payment for your sessions will be sent when a booking has been made. Payments can be made by BACS transfer and a booking is not confirmed until payment is received. ***Payment is required at least 48 hours before your session time and in the absence of payment your session may not go ahead.*** All sessions are non-refundable. An invoice/receipt can be provided on request.

Making changes to your appointments

If you need to cancel or rearrange an appointment with me, please call or text 07747 361799 or email ki@awakentherapy.co.uk to let me know.

For face to face appointments, I ask that you give at least **48 hours notice** of cancellations to be eligible for a refund (24 hours for online appointments). I also require at least 48 hours notice for any changes to your appointment. Changes made without 48 hours notice (24 hours for online appointments) will be subject to a charge of £10.

The **full session fee** will be charged for cancelled sessions, where 48 hours notice has not been given (24 hours in the case of online appointments) and for non-attended sessions, where no prior notice has been given. Please note, that for therapy to work, regular attendance is essential.

If I am required to make changes to your appointment, I will always aim to provide at least 48 hours notice. If there is an emergency and I am required to cancel your appointment at short notice, you will receive a full refund of your session fee should you not wish to reschedule.

Contact outside of sessions

When we start working together, other than contact around appointments, there will normally not be correspondence between sessions. However, if necessary, I can be contacted during my normal working hours by email or text and I will endeavour to reply to you as soon as possible, but please be aware that there may be a delay.

If you are in crisis and require emergency or urgent professional assistance, please contact NHS direct telephone 111, your GP, the emergency services or the Samaritans freephone 116123.

Reviews and client testimonials

When therapy has come to a successful conclusion, you will have the option of leaving a review on my Google business page or providing a client testimonial to be included anonymously on my website. Client reviews are always appreciated but never expected. I sometimes include positive feedback from clients on my social media pages, removing any personal or identifiable information. If you would rather not be included for any reason at all, you can let me know before we commence therapy.

Raising Concerns

Should you have any problems at all with the service that you receive, please let me know. If this does not resolve the issue, I am registered with the NCPS and NHS and you can contact them directly with any concerns.

I hope that your time with Awaken Therapy will be a really positive experience and I look forward to working with you.