

## Terms & Conditions

### How it works

Counselling and coaching services are by appointment. Unless agreed otherwise, sessions are **50 minutes** in length. Since continuity is vital for effectiveness, sessions are on a weekly basis (or more). You can tell when it is time to slow down when you have been feeling better for a while. Should you have financial issues that prevent you from keeping pace with the sessions, instead of slowing down the sessions you might want to renegotiate your fees.

### Endings and pauses

You can tell when it is time to end the process when you have nothing or little to talk about in the session. ***It is strongly recommended that pauses and endings are planned*** so that you can allow a session for closure. This is to prevent loose ends and pent up feelings that can only harm you in the long run. Should you have financial issues that prevent you from continuing your counselling/coaching, instead of interrupting you might want to renegotiate your fees. If you are receiving a face-to-face service, for unpredictable circumstance it may become necessary to shift to an online service for long periods of time, although this circumstance is extremely remote and all due care will be taken to avoid this necessity.

### Cancellation

Counsellors and coaches have a policy regarding cancellations and missed appointments that is fair to you, your professional, and other clients who need appointments. Because your chosen slot is reserved for you, ***appointments that are not cancelled or rescheduled at least 24 hours in advance will be charged the full fee.*** The only exception to this agreement is in the event of a serious emergency. If this is the case, please call as soon as possible.

### Rates

The fee covers the session as well as preparation time and record keeping. ***An appointment is confirmed only if there are no overdue payments and the transfer is made at least 24 hours before the appointment itself.*** The rates can be reduced depending on several factors such as number of sessions and frequency of payment (weekly, monthly or upfront payment of the whole series of sessions). ***Do ask for concessions if you qualify.*** Unless agreed otherwise, the rates are as set out on the main website: <https://sw-london-counselling.co.uk>.

### Privacy & Confidentiality policies

The consultations with me and the content of your sessions are kept in strict confidence. My efforts to ensure confidentiality include the handling of your file, which may include, but not be limited to: case notes, records and answers to questionnaires. In the rare event that a request is made to disclose information from your file (i.e. to another professional such as your doctor, lawyer, pastor, etc.), you will first be consulted and asked to sign a 'release of information' document. There are limitations to this confidentiality policy in certain cases. Counsellors are required by law to report to the appropriate authorities if there is physical or sexual abuse of a child under the age of 18 or if there is reason to believe a person's life is in jeopardy. If a judge requires a counsellor to testify in court or to release the contents of a file, the counsellor is required to do so. We also mention part of the contents in the sessions anonymously with our supervisor, who is there to guarantee good standards of our practice.

Please give your consent here: <https://forms.gle/Y6SkLATse4yv9You5>