



AMN Counselling & Psychotherapy  
The Workshop at Rowan Cottage  
Dallas, IV36 2SA, Mobile: 07749471644

I am delighted to welcome you to AMN Counselling & Psychotherapy. Here you will find important information about what you can expect from the service I offer. I am a qualified and registered Practitioner Member of COSCA (Counselling & Psychotherapy in Scotland) which is accredited by the Professional Standards Authority (PSA). All sessions are carried out in accordance with the COSCA Professional Ethical Code of Conduct. Please see COSCA for more details.

**Client Agreement:** Therapy involves active engagement beyond simply talking about problems and feelings. It can sometimes be demanding and emotional, even challenging, which may make attending sessions feel difficult. This is part of the process. Committing to regular attendance and limiting absences, especially during challenging times is vital, this means planning to protect this time and arriving punctually, as sessions cannot be extended for late arrivals.

**Appointments:** Sessions last up to 60 minutes and are usually held weekly. You should try to arrive at the appointment time, making your way to my office at the rear of my property. If you are running late, please let me know as soon as possible. If you haven't arrived within 15 minutes of your scheduled time, without prior notification, it will be classed as a missed appointment – see Cancellation Policy below. I ask that all mobile phones are set to Airplane Mode for the duration of your appointment, and at no time whether in person or online should sessions be recorded unless permission has been sought and given.

Video calls appointments are conducted via Microsoft Teams. If you would prefer to use another platform, please let me know and I will check with my insurer that it complies with their guidance and regulations.

**Fees, and payments:** My fee is £50, (£45 under 16, and £60 for couples) and to secure your appointment I require payment by bank transfer **24 hours before** your scheduled appointment. **If payment is not received before your appointment, the session may be cancelled unless you have stated that you're paying cash.**

**Inclement weather and unexpected illness:** During times of adverse weather or ill health, for example if you have a cold or have any symptoms associated with Covid 19, a video call can be requested. Video calls are conducted via Microsoft Teams. If you have any questions or concerns with video calls, please don't hesitate to contact me.

### **Cancellation Policy:**

I operate a strict cancellation policy. I respectfully ask that you try to give as much notice (preferably 48 hours) if you're unable to attend for any reason. Please note however, any cancellations the day before or day of your appointment will be charged for at the normal rate and you will be invoiced accordingly. Where *possible*, I may offer an alternative time either on the same or next day at no extra cost, or a video call can be requested. Rescheduling beyond this is classed as a new appointment and charged for.

### **Confidentiality, supervision, and note-keeping:**

Therapy often involves the disclosure of sensitive and personal information, so confidentiality is paramount. To protect your right to privacy the things you disclose to me will remain confidential.

All practitioners are bound by their professional codes of conduct as defined by their accrediting organisation, mine is COSCA, which includes responsibility to manage your information confidentially and in line with GDPR. I have a separate Privacy Policy for further information.

There are situations in which I can break confidentiality however, but I will always endeavour to speak to you first:

- 1) Where the client gives consent and allows me to share information. I have a separate form for this.
- 2) Where I am compelled by a court of law.
- 3) Where the information is of such gravity that confidentiality cannot be maintained. This includes instances where I consider you or someone else to be in imminent danger from harm by you, in the event of divulging the intention of committing a crime, or act of terrorism.

Confidentiality in supervision: therapists are required by the profession to attend regular supervision where they discuss aspects of their clinical work. I do not reveal individual identities during these sessions and supervision itself is confidential between myself and my supervisor.

Note-taking: I may find it useful to take some notes during our sessions. These tend to be brief and help me to keep track of topics and themes covered in therapy. All notes are anonymised and kept in a secure cabinet in accordance with the Data Protection Act and GDPR. My full privacy policy can be downloaded [here](#).

### **Acknowledgement and informed consent:**

By attending your sessions, you are acknowledging that:

You understand and agree to abide by the policies detailed in the contract; please pay particular attention to cancellations above. We have discussed and clarified any questions you may have about the contract.