

## Our Counselling Client Contract – Agreeing to Work Together

### I work in a Relational, Psychodynamic, and Humanistic ‘out of network’ Sole-Practice

**A safe, ethical, and confidential therapeutic counselling relationship** is what I offer you. I believe that you are your own expert in whatever you bring. I offer you my professional expertise in process, listening, and understanding, and together we discover unique insights and solutions for you, your needs, and your future.

**Any information that you share with me is your free choice; you are under no obligation.**

**Ethically, this document, and my 1-page Privacy Policy, must be confirmed as read** before I can welcome you to your first session. These are the only 2 documents that we’ll complete.

**Beginning this kind of work can sometimes seem daunting to you**, and I believe deeply that informed consent, mutual trust, and respect is our foundation. As such, this document is not intended to be legally binding on either party. It simply helps to establish the basis and framework for how we will work together in plain language, answers common questions, and helps to avoid any unintended misunderstandings between us.

### Self-Care

**It is essential for you to consider your own self-care during this time**, both in and out of your sessions. Our work is an emotional process, and your feelings may shift ‘up and down’ during that process, often coming in waves.

**Please make yourself aware of any additional acute support needs that you may have**, or require signposting from me, including your GP, emergency services, and walk-in clinics.

### Your Privacy & Data Protection

**My separate 1-page Privacy Policy document** deals with this important topic for you.

### Sessions

**Our commitment together is to Regular Weekly Scheduled Sessions on the same day & time, each week.** I may *exceptionally* offer more, or less, frequent Session-at-a-Time or self-booking sessions. I will only do that whenever the same day & time each week is genuinely difficult for you, and we can agree on what I feel is a good enough *minimum* session frequency together for your benefit. We need that regular frequency and rhythm to build and sustain the trusted relationship that supports you and frames our work.

**Regular weekly sessions** are an integral part of supporting you and your process in the work. My professional responsibility is to support you for as long as you need, when you attend agreed sessions, settle your fees, and so remain an active client over the coming months or years.

**Any session admin**, including rescheduling, absences, fees, ending etc., always takes place at the beginning of each session. This is important for you, to help clear space for what you need to bring in session, so that it does not hang over your whole session.

**Ending is as significant for you as beginning.** You may, of course, choose to end our work at any time, even after your very first session. However, ethically, I believe that any ending forms a key part of our work, and so needs sufficient in-session preparation together.

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### Legal & Third-Party

**I choose to practice as an independent**, private pay only, ‘out of network’, non-medicalised, UK masters-qualified counsellor and therapist. I am resident in Basel, Switzerland.

**This means that ethically I do not offer** referral/sickness/confirmation/session content or process letters, medicalised diagnosis, or any professional opinion for legal, health insurance/co-pay, or any other purposes.

**Your regular Swiss Health Insurance** will usually ***not*** cover you for our sessions, as I am ‘out of network’, non-medicalised, and fully private pay; if you do have a special or non-Swiss, insurance coverage, you ***may*** find that they cover you. Conditions vary worldwide, and with every insurer. **I do not deal directly with any insurer**; I practice ‘out of network’ by choice.

**Each session is on a pre-paid account basis**, so I do not send invoices.

Only on request, and maximum monthly, I can provide an Account Summary (*ex. attached*). Any other customised attendance/payment documents may attract admin fees, pro-rata.

**As a professional and ethical sole-practitioner**, I encourage you to bring anything that needs to be discussed as part of our process of working together to our sessions, for your benefit. I hope that we can mutually resolve any concerns or issues that may arise together. All my Professional Membership Bodies have a disputation process, should you require it.

**Should there be any dispute about fees, payment, or any other agreement that we make**, this is bound by Swiss Law, and you waive all liability and compensation rights under it, regardless of our individual residency and/or working location(s).

### Your Fees & Settlement

#### **Standard Net Fees:**

- **Individual: CHF 175 per 50 minute session**, and pro-rata;
- **Couples/Joint): CHF 245 per 80 minute session**, and pro-rata.

**I also offer Fee Package Discounts of 2.5% (6 sessions) and 5.0% (12 sessions)** for your convenience and saving, when paid in **one single e-banking payment only**. I do not offer discounts by any other payment methods. Discount amounts are applied to the last session of any package, so refunds are pro-rata and based on the Standard Net Fees when you paid.

**I have a generous ‘Social Fees’ policy, with a current ceiling of CHF 40’000 p.a.**

Social Fees sessions are subsidised solely from my practice income, no other institution is involved. They are intended to apply if you cannot attend regular weekly sessions due to genuine financial hardship. If you feel that you qualify, please ask before we begin working together. I will let you know if there is current availability and send you the information.

**Fees are usually pre-paid via e-banking, to arrive in my account before your session.**

Cash is welcome on the day for in-person sessions. PayPal and Card payments attract an additional processing fee for me, so are usually reserved for First Sessions only.

**I review my Standard Net Fees and Documentation annually**, although often they do not change from year to year. Ethically, I give a minimum of 2 months’ notice of fee changes.

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**Pro-rata fees and expenses may be charged**, at my discretion, for additional or excessive out-of-session time, e.g. Frequent session/administrative changes; Excessive session coordination/rescheduling, reading/responding of and to, long Emails & SMS; and travel. Again, ethically I will warn you of any potential additional fees before beginning extra work.

### **Cancellation and Non-Attendance Fees**

**I open my calendar on a rolling 4-weekly basis. Regularly Scheduled Sessions are automatically pre-booked for you 4 calendar weeks ahead.**

**My minimum notice period for any cancellations and changes is 1 calendar week.**

We work together on a 'fair-play' basis, and agree to give each other as much additional full advance notice as possible for all foreseeable session cancellations and rescheduling, e.g. Holidays and planned absences.

**If a session is exceptionally cancelled by me with less than 1 week of notice**, any fees due will be waived, and I will also offer you an additional free 'fair-play' compensation session.

**If a session is non-attended/cancelled/rebooked by you with less than 1 week of notice**, then you agree to pay your full fee. Only if there is an irregular and unforeseeable medical emergency for you, or someone you directly dependent on you, then I may **discretionally and exceptionally** waive my fee based on mutual trust.

**Ethically, I can only offer you continued support as an active client when you regularly attend and pay for your sessions.** Mutual trust is an important part of our work. If you frequently cancel or do not attend sessions, then we will need discuss this in-session.

### **Your Contact Details & Preferences**

**If there is an emergency on my side**, and I cannot contact you directly myself, then you consent that I may exceptionally and temporarily give a Professional Colleague or Nominated Administrator access to your contact details, to contact you on my behalf.

**We usually use email for contact**, and I aim to reply to you within 24 working hours.

**My work phone is only on during office hours, during the short times when I am not in consultation.** n.b. I do not keep your contact details saved in my phone; I will only know that it is you if you clearly identify yourself with your name in any Voicemail or SMS.

Your Address and Phone numbers are completely optional.

- *Your Name(s):*
- *Your Preferred Email(s):*
- *Your Preferred Phone(s):*
- *Your Address(es):*

### **Informed Consent & Confirmation of Reading**

Thank you for reading through this document. I hope that it has answered many questions for you. **Please initial/sign, date, and place**, to confirm that you have read and understood these fundamentals of how we agree to work together.

*Signature:*

*Date:*

*Place:*