

# **Counselling Information & Therapy**

## **Contract**

This agreement outlines what you can expect from counselling, as well as the terms and conditions of our work together. It ensures clarity, safety, and mutual understanding as we begin therapy.

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### **What to Expect from Counselling**

Counselling is a talking therapy that offers you a safe, confidential, and non-judgmental space to explore your feelings, thoughts, and experiences. Together, we will work to gain insight into the difficulties you are facing and support you in finding your own solutions—whether that means making changes in your life or developing better ways of coping.

Counselling does not involve being given advice or told what to do. Instead, it focuses on helping you understand yourself more fully and empowering you to make choices that feel right for you.

There are many reasons people seek counselling, including:

- Feelings of anxiety, depression (low mood), or distress
- Uncertainty about emotions or behaviour
- The impact of trauma or negative life events
- Relationship/Sex or family issues

Each session is tailored to your individual needs. I offer integrative counselling, drawing from Person-Centred Therapy, Cognitive Behavioural Therapy (CBT), and Transactional Analysis (TA) to ensure you receive the most suitable approach for your personal situation.

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## Sessions

- Each session lasts 50–60 minutes and usually takes place weekly, depending on what we agree as therapy develops.
  - It is important to arrive on time. If you are late, the session will still finish at the scheduled time.
  - If you are more than 20 minutes late and have not contacted me, I will assume you are not attending.
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## Fees and Payment

- Session fee start from 65.00 per hour
- Payment is due by BACS transfer on the day of your session or in advance.

### Bank Details:

**HSBC**

**Sort Code: 40-18-00**

**Account Number: 91630261**

**Trading Name: Mona Omidvar-Tehrani**

Fees are reviewed annually, and you will receive at least one month's notice of any proposed increase.

Payment and a signed contract must be received before your first session.

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## **Cancellations and Missed Sessions**

If you need to cancel or rearrange a session, please call or text 07306 686288 as soon as possible.

Cancellation fees:

- Same-day cancellation or non-attendance: 100% of session fee
- Less than 24 hours' notice: 75% of session fee
- 2–4 days' notice: 50% of session fee
- 5 or more days' notice: no fee

If you fail to attend without prior notice, I will attempt to contact you via text or email. If I do not hear back within seven days, I will assume you no longer wish to continue therapy and your file will be closed. Repeated short-notice cancellations or missed appointments (two or more) may also result in discharge from the service.

Please do not attend sessions under the influence of alcohol or recreational drugs, as this can affect the quality of the work we do together.

If I am unable to attend a session, I will give you as much notice as possible.

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## **Contact Between Sessions**

If you need to contact me to cancel, rearrange, or discuss your session, please email or text. I may not answer calls while working with clients, but I will respond as soon as possible.

If you require urgent support and cannot wait for a reply, please contact:

- Emergency Services: 999
- NHS Direct: 111
- Your GP

- Samaritans: Freephone 116 123 or [www.samaritans.org](http://www.samaritans.org)
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## Ending Counselling

If you wish to end therapy, please give at least one week's notice. A final session is recommended so we can review your progress and ensure a positive and planned ending.

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## Confidentiality and Data Protection

What you share in therapy is strictly confidential. Confidentiality will only be broken if:

- You are at risk of serious harm to yourself or others
- There are safeguarding concerns regarding children or vulnerable adults
- There is disclosure of serious criminal activity (e.g., terrorism, money laundering, or other legal obligations)
- It is required by a court of law

I may discuss elements of our work in professional supervision to ensure I am practising safely and ethically; however, your identity will remain protected.

As a registered member of the British Association for Counselling and Psychotherapy (BACP), I adhere to their Ethical Framework — [www.bacp.co.uk](http://www.bacp.co.uk).

## Data Storage

I am registered with the Information Commissioner's Office (ICO) and comply fully with data protection laws (GDPR).

- Session notes are stored securely on a password-protected laptop.
- Paper records are kept in a locked filing cabinet accessible only to me.
- All digital data is anonymised to protect your identity.

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## Agreement

By signing this contract, you confirm that you understand and agree to the terms outlined above regarding counselling, confidentiality, fees, and data protection.

Client Name: \_\_\_\_\_

Signature: \_\_\_\_\_

Date: \_\_\_\_\_

Therapist Name: Mona Omidvar-Tehrani

Signature: \_\_\_\_\_

Date: \_\_\_\_\_