



The Happy Parent & Child Initiative: Terms & Conditions (Child Therapy)

Commitment to Therapy

Session Frequency

For the most effective therapeutic outcomes, weekly sessions are strongly recommended. Regular weekly appointments provide the consistency and stability that are essential for building trust and supporting meaningful progress. While fortnightly sessions may be possible in some cases, this is not advised, as missing even one session can result in extended gaps that may disrupt the therapeutic process and extend the time required in therapy.

A regular time slot is reserved exclusively for you or your child. The session fee is payable regardless of attendance, unless it has been negotiated in advance that a session will be missed or rescheduled, or you have agreed something different with your therapist.

Parental Consent

To begin the therapeutic process, The Happy Parent & Child Initiative requires the written consent (can be electronic) of a parent or guardian with legal parental responsibility. This will be sought before our services begin.

Initial Assessment & Readiness

Assessment – Initial Parent Consultation

- Begins with a parent-only consultation.
- You will be required to fill in a comprehensive intake form
- You will be asked to fill in the SDQ form and may also be asked to fill in other assessment forms depending on your child's presenting issues.

Childs readiness for therapy



The first 3–4 sessions are considered an assessment period. This time allows the therapist to begin forming a therapeutic relationship with your child, observe their readiness and engagement, and explore what support will be most beneficial. Sometimes, it may become clear during this stage that therapy is not yet appropriate or that a different type of support—such as parent coaching or school-based strategies—might be more effective at this time.

Therapy Duration & Review

Each child session lasts up to 45 minutes. This includes 40 minutes of play and a 5-minute transition period to support the return to the outside world.

A minimum of 8 weekly sessions is recommended. The average number of sessions is approximately 16.

Progress is reviewed every 8 weeks.

Due to the nature of our therapy, it is not possible to give you an exact number of sessions required. Therapy continues as an open-ended agreement until either party feels that it is no longer required. The therapist is ethically bound by the BACP ethics, and this ensures that a child is only kept in therapy for as long as is necessary and no longer.

Parent Review Sessions

Through our experience, we have found that involving parents and carers in the therapeutic process significantly enhances the outcomes for children.

We are deeply committed to working closely with both the child and their parent or carer to ensure the best possible support. As part of this, we highly recommend parent/carers review sessions every 8 weeks. In these sessions we reflect on your child's therapeutic journey, discuss your child's progress and adjust any goals or approaches as required and strengthen the continuation of therapy at home.

- Additionally, we encourage regular check-ins to ensure we are consistently meeting your child's needs and providing the most effective support.



- While the child's confidentiality is respected, strategies and insights can be shared to help support them at home.
- You may be asked to complete assessments at the start, mid-point, and end of therapy to ensure we are giving your child the best possible treatment.
- You can choose the level of review that best suits your needs, whether a basic review consultation or a more comprehensive consultation; please let your therapist know your preference in advance. (Details of the different services can be found in Kinsley's profile downloadable from the website:

<https://happyparentandchildinitiative.co.uk/about-us>

Session Booking and Payments

Sessions are scheduled in advance, typically in 8-week blocks, to support consistency and maintain therapeutic momentum. Each block includes a parent review session to reflect on your child's progress.

All sessions are booked through Fresha and require confirmation using your card details. Payment is taken up to 48 hours prior to the start of your session.

Failed Payments

A 10% late fee applies if payment is not received within 12 hours of the scheduled session. Repeated payment failures may result in advance payment requirements.

Fees

Fees are reviewed and updated regularly to ensure we continue to offer the highest standard of care. This supports ongoing staff training, supervision, and professional development to maintain best practice.

Therapy Packages

Enquiries@happyparentandchildinitiative.co.uk https://happyparentandchildinitiative.co.uk/	Child Therapy Terms and Conditions 2025 K. Hartgrove
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Packages offer the best value and are paid for in advance via bank transfer. While your child's therapeutic space is already reserved for them on an ongoing basis, package payments cover that space regardless of attendance (T's & C's Apply).

Terms and Conditions – Packages Only

- **Advance Payment:** Full payment for the package must be made via bank transfer before sessions commence.
- **Non-Refundable:** Package fees are non-refundable once sessions have started.
- **Validity Period:** All sessions included in a package must be used within the agreed timeframe (e.g. within 8 weeks for an 8-session package, unless this has been negotiated prior to commencement).
- **Missed Sessions:** Missed sessions are not carried over unless previously agreed. Consistent attendance is key to therapeutic progress.
- **Session Changes:** A minimum of 48 hours' notice is required for rescheduling. Frequent cancellations may affect the continuation of package pricing.
- **Review Session:** A parent review session is included in the package and must be scheduled within the block.

Attending your sessions

Arrival

Upon arrival you will wait in the reception area. Your therapist will come and get you at your allocated time.

Clothing & Play Expectations

Please dress your child in old clothes that are comfortable and suitable for creative play, as activities like painting, clay work, glitter, and glue are often used. We also recommend bringing along a spare set of clothes, just in case.



If your child comes back to you messy, please refrain from commenting. It's important to create a relaxed, non-judgmental space and allow your child to enjoy the creative process without worrying about getting messy. This helps them feel free to express themselves fully.

For comfort and safety, we ask that your child removes their shoes before the session begins. At the end of the session, shoes will need to be put on outside the room, unless part of the therapeutic process, to ensure we stay on schedule.

Cancellation Policy

All cancelled sessions are charged at the full rate, regardless of the reason. While we fully understand that illness and unforeseen circumstances can occur, your therapy space is reserved exclusively for you, and the room hire remains payable.

Due to the nature of therapeutic work, we are unable to accommodate ad hoc cancellations, as consistency and continuity are vital to the therapeutic process, this means that we are unable to fill cancelled slots.

Session Reschedule

It is more ideal for therapy to be at the same time each week, however, we understand that life doesn't always work like that.

We will always try our best to reschedule the appointment within the same week if possible, but this cannot be guaranteed. Our therapists work part-time and also have a family of their own.

If a session does need to be rescheduled, you need to give the therapist as much notice as possible to accommodate this. It would usually not be possible to reschedule appointments with less than 48 hours' notice.

If the therapist needs to reschedule or cancel for any reason, you will not be charged for that session, and the therapist will always do her best to accommodate you.

Illness Policy (Based on NHS Guidelines)



At Happy Parent and Child Initiative, our top priority is the health and well-being of our clients, families, and staff.

To maintain a safe and healthy environment, we ask that you adhere to the following illness policy, based on NHS guidelines:

- Please do not attend if your child is unwell with fever, cough, vomiting, diarrhoea, or contagious illness.
- Children must be symptom-free for 48 hours after sickness or fever-free for 24 hours without medication.
- Sessions may be switched to remote format if your child is mildly unwell but still able to participate.
- The standard cancellation policy applies to illness-related absences unless otherwise agreed with your therapist.
- Stay Home if Sick: If your child exhibits signs of illness, please do not bring them to therapy. This includes, but is not limited to:
 - Fever (37.8°C or higher)
 - Persistent cough or sneezing
 - Vomiting or diarrhoea within the past 48 hours
 - Unexplained rash or skin irritation
 - General symptoms of feeling unwell, such as fatigue or body aches (if your child is not able to participate in their therapy session as normal).
- Fever-Free Policy: Your child must be fever-free for at least 24 hours without the use of fever-reducing medications before returning to therapy.
- Vomiting and Diarrhea: Your child must stay at home until they have not had vomiting or diarrhea for at least 48 hours, as per NHS recommendations.
- Contagious Illnesses: If your child has been diagnosed with a contagious illness such as strep throat, conjunctivitis, the flu, or COVID-19, they must follow the NHS-recommended isolation or treatment period and be symptom-free before attending therapy.
- Notify Us of Absences: Please notify us as soon as possible if your child will be unable to attend their scheduled session due to illness. This allows us to plan accordingly and offer a virtual appointment if necessary.



- **Illness during the session:** If your child comes to their appointment and the therapist believes that they are unwell or becomes unwell during their session, the therapist has the right to cut the session short and you will be asked to reschedule your appointment.
- **Virtual Options:** If your child is mildly unwell but still able to participate, and your therapist offers virtual sessions, you may be able to switch to a virtual appointment. Please coordinate this option in advance and this can be arranged.
- **Cancellation Policy:** Our cancellation policy due to illness is the same as our normal cancellation policy. However, we understand that illness happens. Please speak to your therapist regarding this. It is at the therapist's discretion whether they will allow you to rearrange the session.

We appreciate your cooperation in helping us maintain a healthy environment for everyone. Should you have any questions or concerns about this policy, please feel free to reach out to us.

Thank you for your understanding and support!

Lateness

Please inform the therapist if you're running late.

Sessions cannot be extended beyond the scheduled end time due to needing time in between sessions to reset the room, do notes and ensure we are on time for our next client.

If more than 20 minutes late, the session will not go ahead, and the full fee will still apply.

Alternative Session Formats

In the case of illness, adverse weather, or unavoidable events:

- Sessions may be conducted remotely (via phone or video call) to maintain continuity.
- It is the client's responsibility to inform the therapist in good time if a remote session is preferred.
- Equally, if the therapist is unable to attend a face-to-face appointment but can hold an alternative format, they will offer you that option.



Endings

You or your child may end therapy at any time. However, a planned ending session is an essential part of the process and will be arranged where possible.

If for any reason the therapist feels that therapy is no longer suitable (e.g., child is not ready or not engaging), alternative support such as parent coaching may be recommended.

Confidentiality & Supervision

Therapy is confidential in line with the BACP Ethical Framework.

Information is only shared with parents with the child's consent, unless safeguarding concerns arise.

We are legally required to break confidentiality in cases of; safeguarding concerns, risk of serious harm, or due to certain criminal activity.

I receive regular professional supervision as required by the BACP, where anonymised case material is discussed to ensure safe and ethical practice.

Safeguarding & Parental Responsibility

Children under 18 must not be left alone on the premises unless specifically agreed.

Parents must be available at the end of the session and remain responsible for their child outside of the therapy room.

In emergencies, the therapist will act in loco parentis to ensure the child's safety. This may involve administering first aid if required or calling emergency services. If your child has a medical condition, it is the parents' / carers' responsibility to disclose this to the therapist and ensure that any lifesaving medication is carried with the parent.

Please visit our website to view our safeguarding policy and our ethics and diversity policy.

<https://happyparentandchildinitiative.co.uk/policies-1>



Complaints Procedure

Please view our Complaints policy via our website:

<https://happyparentandchildinitiative.co.uk/policies-1>

Correspondence & Documentation

Reports or letters requested by parents, schools, or referrers are charged at our full hourly rate (pro-rated).

School Consultancy

Kinsley does offer consultancy services to schools and organisations. If you feel that your child's school would benefit from my services, please ask them to get in contact with Kinsley. Further details can be found on the website:

<https://happyparentandchildinitiative.co.uk/school-services>

Social Media

Please do not contact or follow personal social media accounts.

You are welcome to follow:

Instagram: @happyparentandchild

Facebook: The Happy Parent and Child Initiative

Data Protection & GDPR

All data is stored securely in compliance with GDPR (May 2018).

Session notes are scanned and stored in a password-protected system; paper copies are destroyed at the end of therapy.



In the event of my death or incapacitation, my designated contingency counsellor will manage and securely destroy client data.

Data is retained until the child turns 23 (5 years after turning 18), after which it is deleted.

Your Rights:

Access: You may request a copy of your records.

Erasure: You may request deletion of personal data (unless legally required to retain it).

Data Portability: You may request to transfer your records to another professional.

If you have any questions or require clarification on any aspect of this agreement, please feel free to contact me at:

Thank you for your trust and collaboration.

Warmly,

Kinsley

Founder, The Happy Parent & Child Initiative

Last Reviewed:	04/04/2025
Reviewed by:	K. Hartgrove
Next review date:	04/08/2025