



Client Contract

Introduction

Counselling offers a safe, confidential space to explore your thoughts, feelings and experiences. My role is to listen without judgement, offer reflections, and support you in creating meaningful change.

Quick Summary

- Sessions are 50 minutes
- Please give 48 hours' notice to cancel
- Sessions are paid in advance
- Everything is confidential unless there is serious risk
- You can end therapy at any time

Full agreement below.

Stages of Therapy

Before starting, you will complete an assessment form. In your first session, we will discuss your goals and review this agreement together. If we feel another service would better meet your needs, we will discuss appropriate alternatives.

Weekly Commitment

Counselling works best when attended regularly. We usually recommend weekly sessions. The number of sessions will be agreed together and reviewed as needed. You are free to end therapy at any time.

Professional Boundaries

To protect your confidentiality, I will not approach you if I see you outside of sessions. I cannot offer therapeutic support outside agreed appointment times, but you may contact me regarding scheduling.

Payment Section

All sessions must be paid in advance via BACS transfer, at least 48 hours before your scheduled session. Please use your full name as the payment reference.

Bank Details:

- **Bank Name:** HSBC
- **Account Name:** UNMASKED NN CIC
- **Sort Code:** 40-03-33
- **Account Number:** 92379619

Qualified Counsellor:

The fee is £40 per session, payable at least 48 hours in advance.

Student Counsellor (Low-Cost Option):

You will have agreed a payment amount between £20 and £35 per session based on what you can afford. This must also be paid at least 48 hours in advance.

- Sessions are 50 minutes long.
- If you arrive late, the session will still end at the scheduled time.
- If you are more than 10 minutes late without contact, the session may be marked as used.

Cancellations & Non-Payment:

- If you do not adhere to our cancellation policy, missed or cancelled sessions must still be paid for.
- If payment is not received in time, your session may be cancelled.
- Once you've booked your next session, please ensure payment is made promptly to secure your slot.

Confidentiality

As a member of the British Association of Counselling and Psychotherapy (BACP) and/or the National Counselling and Psychotherapy Society (NCPS), I work in accordance with their ethical frameworks.

Everything discussed in our sessions is confidential unless:

- I believe you are at serious risk of harm to yourself or others.
- I am required by law or court order to disclose information.
- I become aware of crimes such as terrorism, money laundering, or drug trafficking.
- You give explicit permission for me to share information with another party.

I discuss my work with a clinical supervisor, who is also bound by confidentiality. In the event of sudden illness or death, a trusted colleague (as named in my Professional Will) will securely access your contact information.

If I become concerned about your safety, I may contact your GP or emergency contact—but I will always try to speak to you first.

Data Protection

All personal information is stored in line with the **Data Protection Act (2018)** and **General Data Protection Regulation (GDPR)**.

I store the following:

- Basic personal details (name, address, contact info)
- Confidential case notes (kept minimal)
- A copy of this signed agreement

Your records are kept securely, with personal details and session notes stored separately. Records are retained for five years in line with insurance requirements and then securely destroyed. I am registered with the Information Commissioner's Office (ICO).

I will not share your information with any third party unless required to by law or with your consent.

Online Counselling

In cases where we meet via video or telephone, the following also applies:

- You must ensure you are in a quiet, private space for sessions.
 - Sessions will not be recorded.
 - You are responsible for maintaining confidentiality on your end (e.g. secure devices, privacy).
 - Sessions will still end at the scheduled time, even if you disconnect and return.
 - If technical issues arise, I will attempt to reconnect or follow up by email.
 - Minimise background interruptions where possible (e.g. turn off notifications).
 - You agree not to record sessions.
 - If contact between sessions is needed, please email and I will respond when available.
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