

The Healing Space

Gemma Brown Counselling and Psychotherapy BA (Hons) Reg MBACP MNCPS Acc.

Counselling Agreement

This agreement outlines how we'll work together, including confidentiality, sessions, fees, and responsibilities. We'll go through it in your first session and you'll be asked to confirm your understanding.

Qualifications

I'm a registered member of the BACP and an accredited member of the NCPS, working within their ethical frameworks.

My Approach

I use a Person-Centred Experiential Therapy (PCET) foundation and draw on other approaches including CBT, psychodynamic therapy, Transactional Analysis, Internal Family Systems (IFS), and Inner Child work.

Sessions & Fees

50 mins: £60 | 90 mins: £90

Reduced rates available (proof required)

The first session must be paid via a secure Stripe card payment link. This allows your card details to be securely stored for future sessions and enables automatic charging in line with the cancellation policy.

For ongoing sessions, payment can be made by:

Stripe – automatically charged 48 hours before your session

BACS – due at least 48 hours before the session

Cash – must be paid at least 7 days in advance

If payment is not received on time, your session will be cancelled and may be offered to another client.

 **Important:** If your session is cancelled due to late payment, **please do not make a payment without contacting me first.** I may have reallocated the slot or adjusted my schedule, and cannot guarantee your original appointment time.

Cancellations

48+ hours' notice: full refund or reschedule

Less than 48 hours' notice or missed session: full fee applies

If payment has not yet been made and a card is on file, the full session fee will be automatically charged.

If I cancel your session with less than 48 hours' notice, your payment will be refunded in full.

Location

The Healing Space, Yew Tree Therapy Centre, WA13 9UY

Please arrive no more than 15 minutes early and wait in your car, on the benches, or in the salon area.

Text me on arrival: 07359 459004

Working Hours

Term Time:

Monday – Thursday: 9.30am–6pm

Thursday: 10am–8pm

School Holidays (August):

Typically Tuesday–Thursday

Sessions finish by 6pm

Contact Outside Sessions

Admin queries (texts or emails) will be responded to during working hours, as availability allows. I do not offer therapeutic support outside of sessions.

Confidentiality & Safeguarding

Sessions are confidential unless there is a risk of serious harm or legal obligation. We'll always aim to discuss this together first.

I am registered with the ICO and follow GDPR guidelines. Notes are securely stored.

Risk & Self-Harm

If you express thoughts of self-harm or risk to others, we may create a safety plan, which could involve contacting relevant services or professionals.

I am not a crisis service. For urgent help, please contact your GP, NHS 111, or Samaritans (116 123 – free and available 24/7).

Ending Therapy

Please give at least two sessions' notice if you'd like to end therapy. This allows us to bring our work to a planned and thoughtful close.

Letters & Reports

Letters can be provided upon request (fees apply).

Feedback & Complaints

If you have any concerns, I encourage you to speak to me directly. You can also contact BACP or NCPS for guidance.

Protecting Your Privacy

At The Healing Space Therapy, your privacy is taken seriously. We follow GDPR and the Data Protection Act, and are registered with the ICO.

What We Collect:

- **Website Data:** IP address, browser type, pages visited, and general activity
- **Enquiries:** Name, contact details, and information you provide
- **Counselling Clients:** Name, contact details, date of birth, address, medical/mental health information (if relevant), GP details (if required), and brief session notes
- **Payment Information:** If you book via Stripe, your card details are securely stored through Stripe's encrypted payment system

Why We Collect It:

- To respond to enquiries and deliver counselling services
- To improve your experience and adapt our support
- To process payments and manage bookings
- To make referrals or ensure safety (with consent or legal duty)

- To meet professional obligations (BACP and NCPS)

How We Keep It Safe:

- All data is stored on password-protected, encrypted devices
- Stripe handles card storage with full PCI-DSS compliance (we do not store card details ourselves)
- Contact and session information is stored securely and only retained as long as necessary

Sharing Your Information:

Your information is never shared unless:

- You give clear consent
- It's required for service delivery
- There's a legal obligation or serious risk of harm

We do not share or sell data under any circumstances.

Confidentiality & Retention:

All information is handled in line with guidance from the BACP, NCPS, and ICO. Retention is based on professional and legal requirements.

Policy Updates:

This policy may be updated periodically. Please check back to stay informed.