



Magic Hands : Calm Minds Client Agreement

between Caeredwen Gregson-Barnes and _____

Terms and conditions of service provision

- **Duration of sessions:** The initial counselling assessment session is 40 minutes. Subsequent sessions can be booked for one, one and a half or two hours as agreed at the time of booking. Where no time is specified, the session length will default to one hour.
- **Reminders.** I use an automated text messaging system to send appointment reminders to clients 48hrs before their booking. If you give me your mobile number I will add you to the system. However as technology is not 100% reliable, you are still responsible for remembering your appointment and arriving as scheduled. You can opt out of reminders by responding O to any reminder text.
- **Punctuality.** If you arrive late, the session is shortened by the corresponding time. Please notify me as soon as possible after you realise you will be late; if you are more than 30 minutes late I may have to cancel the session in which case full payment will be required.
- **Method.** Counselling can be delivered face to face or, by arrangement, by Doxy (a specialist video conferencing tool for clinical settings). If the session is online I will send you a link to my private meeting room in advance of the session. I do not record sessions unless you ask me to. I ask you to give me your address for each online session for safety reasons.
- **Payment** is due at the time of the session by cash or card, or by BACS transfer in advance. Prices vary according to the duration of the session and the therapy being received; up to date prices can be found at <http://www.magichandscalminds.com> or on request.
- **Cancellations.** A minimum of 48 hours' notice is required of all cancellations. If you give less than 48hrs notice the session must be paid for in full. If I cancel there is no charge.
- **Confidentiality.** Whatever happens in a session is confidential unless:
 - I feel there is an immediate risk of serious harm to you, myself or another person;
 - There is a requirement for me to consult your doctor;
 - I need to refer you to another professional.

Before any information is shared with a third party I will discuss the situation with you. By signing these T&Cs you agree to my contacting your GP if it's necessary to do so.

A copy of the Magic Hands : Calm Minds GDPR compliant privacy policy is available on my website (<http://www.magichandscalminds.com>) and can be provided in hard copy on request.

- **Number of sessions.** It is not possible to anticipate the number of sessions you will need. I will advise you as to the number and frequency of sessions, but you are in control and

can choose the frequency or stop having sessions at any time. If I feel unable to help you any further I will advise you and leave you to decide whether or not to continue.

- **Homework.** I may set you tasks to do outside sessions. You are under no obligation to complete these, but your progress is likely to be quicker and fewer face to face sessions be necessary if you do.
- **Right to terminate.** If I feel your behaviour is in any way threatening to me I may refuse to book any further sessions with you.

You can terminate at any time and don't need to give me a reason if you don't want to. However please do tell me if you don't want any more sessions, and if you have any appointments booked, please let me know that you won't be using them. If you don't cancel in accordance with this document then I will charge you.

- **Code of Conduct.** I am governed by the Code of Practice of the National Counselling and Psychotherapy Association which is available online and, on request, in hard copy. The Association also has a complaints policy should you feel that my behaviour has been inappropriate in any way. However I would appreciate you discussing any concerns with me prior to making a complaint, so that I can act to resolve the situation.

I agree to the terms of service provision as outlined above.

Name _____ Signed _____

Signed  _____ Date _____