Online Counselling Contract

Ground & Grow Therapy · Rachael Hacker MBACP (Registered Member 419962)

This contract sets out how we will work together in online counselling sessions. Please read it carefully and sign at the end to show that you agree.

Sessions and payment

- Our sessions will last 1 hour.
- Please make payment at least 24 hours before each session to:

Account name	Rachael Hacker trading as Ground & Grow Therapy
Account number	81876439
Sort code	04-00-05
Reference	Your name

- If you need to cancel or rearrange a session, please give me at least 24 hours' notice. If you cancel with less than 24 hours' notice, the full session fee is payable.
- Refunds will not be given.
- If you have booked a block of sessions and cancel a session with less than 24 hours' notice, that session will be counted as one of your paid-for sessions.

Online sessions

- If our connection is cut off, I will get back in touch with you as soon as I can.
- I will wait for 15 minutes on the video call. If you have not joined by then, I will assume you are not coming and end the call.
- Please be dressed appropriately, as you would be for an in-person session.

- Please make sure you are in a quiet, safe and private space, free from distractions.

My commitment to you

- I agree to provide you with the best possible support and direction that I can give.
- I will use a person-centred approach to support you in our sessions.
- If I need to cancel a session, I will give you as much notice as possible and rearrange a new appointment as soon as I can.

Confidentiality

What you share in our sessions is confidential. The exception is if I believe that you are a danger to yourself or to someone else. I will always try to talk with you and gain your consent first, but where I am unable to, I may be required to break confidentiality without your consent.

Records and data protection

- All details regarding your counselling will be kept in accordance with the Data Protection Act and UK GDPR (see my separate Data Protection Policy).
- During our sessions I may make brief session notes. These notes will be stored securely (see my Data Protection Policy).

Your agreement

I have read and agree with the contract outlined above.

Client's name (print)	
Client's signature	
Date	

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Registered Member **419962**
MBACP