

Be One Counselling and Psychotherapy COUNSELLING AGREEMENT

1. Introduction: This agreement is made between Be One Counselling & Psychotherapy (Sonia Phocas) and the clients ("the Clients") engaging in individual counselling.

2. Purpose of Counselling: The purpose of counselling is to provide a safe, confidential, and supportive environment where clients can explore and address relationship challenges, improve communication, and work towards shared goals.

3. Responsibilities:

- Client agrees to attend sessions punctually and participate actively.
- The Counsellor will offer professional, non-judgmental support and uphold ethical and professional standards.
- Sessions may be rescheduled with at least 48 hours' notice.

4. Time and Frequency:

- Sessions last 50 minutes to an hour and will occur weekly or bimonthly at a mutually agreed time.
- Client is expected to arrive on time; sessions will end at the scheduled time regardless of late arrival.
- Please do not arrive early, as another session may be in progress.
- If a client arrives more than 15 minutes late, the session may be cancelled and rescheduled.
- A review of the work may take place every 6 weeks to evaluate progress.

5. Confidentiality:

- All sessions are confidential and information is not shared outside the counselling or supervision context.
- Confidentiality may only be broken if there is risk of serious harm or legal obligation, and this will be discussed with clients wherever possible.
- Brief notes may be taken and securely stored in accordance with GDPR. Notes will be destroyed approximately six months after counselling ends.

6. Online or Telephone Sessions: (If Applicable)

- Online or telephone sessions are subject to the same terms as face-to-face sessions.

- Secure links and passwords will be provided. Clients must not share session details with others.

- Client understands there may be risks associated with technology (e.g., interruptions, data breaches).

7. Emergency Contact and Crisis Support:

- The Counsellor does not provide emergency services, unless stated otherwise.

- In case of an emergency, client must contact emergency services or a crisis line such as Samaritans (116 123 – available 24/7).

- Counselling-related matters will only be addressed within sessions, not via phone or text.

8. Cancellations and Rescheduling:

- A minimum of 48 hours' notice is required to cancel or reschedule.

- Late cancellations or missed sessions will be charged at the full session fee.

- Clients are responsible for keeping track of appointments.

- The Counsellor will provide as much notice as possible if a session needs to be cancelled.

9. Holidays:

- Clients are asked to give advance notice of any holidays.

- The Counsellor will also provide reasonable notice of planned absences.

10. Supervision:

- The Counsellor receives regular professional supervision in line with professional requirements. Client work may be discussed anonymously to support effective practice.

11. Fees and Payment:

- Each individual session will last approximately 50 minutes and will cost £50, Each family or Couples session will last approximately 75 minutes and will cost £70

- Payment may be made in advance of each session or directly after the session.

12. Ending Counselling:

- Endings will be discussed and agreed upon between the Client and Counsellor.

- A final session is recommended to reflect on and close the therapeutic process.

13. Disclaimer:

- No Guarantee of Outcome: Counselling does not guarantee a particular result. Progress depends on engagement and participation.
- Not a Substitute for Medical or Legal Advice: Counselling is not a replacement for medical, legal, or psychiatric services. Clients should consult appropriate professionals.
- Voluntary Participation: Client is free to withdraw from counselling at any time.
- Emotional Distress: Counselling may involve exploring difficult emotions. This is part of the healing process.
- Right to Decline or Terminate Services: The Counsellor may terminate counselling if it is no longer suitable or ethical to continue.
- Technology Risks (If Online): While reasonable measures are taken to ensure security, there are risks associated with online platforms that are beyond the Counsellor's control