

## Terms & Conditions for All Services

Psychotherapy; Counselling; Coaching; Mentoring; Supervision.

This document sets out my terms and conditions for working with clients, in any capacity. When I start working with you, I will ensure you have read, understood, and accepted these terms and conditions. I will also ask you to provide some simple personal information, so that I can build a client file for you and reasonably demonstrate that I know who I am working with.

If you have any questions at all about these terms, I would be very happy to discuss them with you before we work together.

I agree to:

- Provide confidential services. Anything you say is completely private. I don't share information unless you give me permission to do so, or I am required to do so by law. This may be because you or another person is in danger of harm. In the event of legal disclosure, I will talk to you about who I would share information with and what will happen where possible. This is the law – I must do this.
- I have a clinical supervisor for all my services. The supervisor ensures that you are ethically and competently helped by me. To do this I will share anonymous information about our work together. No personally identifiable information about you will be revealed.
- Offer sessions on a regular basis. The sessions last 50 minutes and take place at the same time and place for as long as we mutually agree. All session fees will be agreed between us in advance. Payment should be made on the day or in advance, specifically before the start of a session. I will provide an invoice before a session except where a block of sessions has been agreed and paid for. Without payment I cannot provide services.
- I have appropriate training, qualifications and certification combined with relevant experience for all the services I supply. I have been trained and DBS checked, to make sure that I work safely. I work within the National Counselling Society (NCS) Code of Ethics and the European Mentoring & Coaching Council (EMCC) Code of Ethics. I carry insurance appropriate to my work with Howdens Limited.
- Let you know if I need to cancel a session. If this happens, I will give you as much advance notice as I can. This rarely happens, but could be because of travel restrictions, technology issues or illness.
- Where I am providing services online, I will ensure that I am on my own in the room I operate from and cannot be overheard by anyone.

You agree to:

- Let me know if you cannot attend your session. If you can't come to your session please cancel it at least 24 hours beforehand. If you cancel on less than 24 hours' notice you will still be charged for the session.
- If you do not attend a session, and I do not hear from you advising me of a cancellation, any remaining future sessions will be cancelled.
- Arrive on time. Your session cannot be extended if you are late.
- Turn any electronic devices off or on 'mute' during the session. Speak to me if you need to keep yours on in an emergency.
- Be free from the influence of illegal drugs, psychoactive substances, or any form of alcohol. In addition, I will be unable to work with you if you show signs of aggression, hostility, or violence towards me.
- Let me store information about you. All information is stored securely. You have a right to see what I record, and you can ask at any time to see it. In general, this will be the initial information sheet and this contract only as generally I do not take notes during our sessions.
- Let me know if you are unable to use Zoom, my preferred online technology, or you have an issue with the technology, so we can arrange an alternative method for our session.

I have had the above agreement explained to me and had the opportunity to ask questions. I have read, understood, and agreed to the above terms, including the rules on cancellation.

Client name:

Signature:

Date:

Stuart Hillston

Signature:

Date: