



[www.betterlifetherapies.org.uk](http://www.betterlifetherapies.org.uk)

***Give yourself the gift of better mental health***

Better Life Therapies is a private counselling service provided by Registered Charity 1188750: **Chrysalis Centre for Change (CCC)**. As such it is subject to the same policies, procedures, guidelines and ethics as all other services provided by the charity. This contract applies to all clients receiving counselling sessions as part of the Better Life Therapies service.

The Counsellor for these sessions is a Registered Member of the British Association of Counselling and Psychotherapy (BACP) and operates within the Association's Code of Ethics and Practice which can be accessed at [bacp.co.uk](http://bacp.co.uk).

### **Confidentiality**

Counsellors take notes as part of the professional requirements for the BACP. These notes along with anything discussed in your sessions will be kept in the strictest of confidence in accordance with the Data Protection Act 1998 and the General Data Protection Regulation 2016. There are however certain circumstances in which confidentiality cannot be maintained, these include:

- Where a client gives written consent for the confidence to be broken
- Where the counsellor is compelled by a court of law
- Where the counsellor genuinely believes there is a risk of serious harm or injury to the client and/or a third party this includes any likely acts of terrorism, issues concerning child protection and money laundering
- Where the counsellor deems it necessary to discuss any issue with their supervisor. In these circumstances the counsellor will take all reasonable steps to protect the anonymity of the client
- Records will be stored securely for 3 years in line with BACP Guidance, after which time they will be disposed of appropriately.
- To maintain safety and confidentiality, counsellors will not acknowledge clients outside of arranged sessions (e.g. if you see each other in the street), unless the client chooses to acknowledge the counsellor. Under no circumstances will the counsellor discuss matters of confidentiality outside pre-arranged counselling sessions.

**In addition to the above, when attending any virtual session, you and the therapist agree to:**

- Only participate in sessions if they are able to be alone throughout the entire session.
- Use a quiet room with no interruptions.
- Arrange a mutually acceptable procedure should you get disconnected during a virtual session
- **Never** divulge or pass on a meeting code or password to another person.
- **Never** record, take screenshots or photographs of sessions.

### **Session costs and payment**

- All sessions must be paid for in advance at [www.chrysaliscentreforchange.co.uk/better-life-therapies](http://www.chrysaliscentreforchange.co.uk/better-life-therapies)
- Initial assessments cost £25 and take up to 60 minutes.
- Subsequent sessions will last 60 minutes and cost £50.
- Sessions can be booked in bulk on the website at a discounted price.
- Sessions will not be confirmed until payment is received.
- Once payment is received the therapist will contact the client directly to confirm the appointment and arrange a convenient time and day.

### **Cancellation Policy**

#### **When you WILL receive a refund**

- **Cancellation by you within 14 days:** If you cancel your appointment in the 14 calendar days after the date of your booking and at least 24 hours before your appointment date, you will receive a full refund and no administrative fee will apply.



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- **Cancellation by you after 14 days:** If you cancel your appointment more than 14 calendar days after the date of your booking but at least 24 hours before your appointment date, you will receive a refund less an administrative fee of £5.00

### **Cancellation by your therapist:**

- If your therapist cancels at any time prior to your appointment, you are entitled to a full refund.
- If you attend the appointment and the therapist is unable to provide the service, this will be treated as a cancellation by your therapist, and you will be entitled to a full refund.

### **When you will NOT receive a refund**

- **Cancellation by you less than 24 hours before your appointment:** If you cancel your appointment less than 24 hours before, you will **NOT** receive a refund because of the costs incurred at this stage in making the service available to you.
- **Failure to attend:** Any failure to attend an appointment will be treated as a cancellation with less than 24 hours' notice and you will **NOT** receive a refund.

### **Payment of Refunds**

Any refund you are entitled to (as explained above) will be paid within 2 weeks.

### **Zero Tolerance**

The following will not be tolerated:

- Violent, aggressive or intimidating behaviour.
- Sexist, racist, homophobic and other offensive language and behaviours.
- Inappropriate sexual or lewd comments or advances, including the use of flirtatious language or behaviour.
- Verbal, psychological or emotional bullying.
- Referring to or sharing any inappropriate images or content.

### **Respect**

You agree to:

- Respect others' time by arriving punctually and staying for the entire session, where possible.
- Speak to your therapist with respect at all times.
- **Never** use drugs, alcohol or tobacco during a session

### **Personal responsibility**

- You are responsible for keeping your therapist up to date with current contact details.
- When accessing a virtual service, please ensure the device you are using is fully charged and ensure to the best of your knowledge that no other calls will interrupt the session.
- Whilst therapy is generally recognised as beneficial this may not be so in every case, it depends largely on your own input and willingness to find and implement solutions to your problems.

**As the counsellor of these sessions, I agree that the client has confirmed that they have read, understood and agrees to abide by this contract.**

<b>Date:</b>		<b>Print Name:</b>		<b>Signed:</b>	
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