**Initial consultation**

Before we commit to a first counselling session together, we will meet briefly by telephone or online to discuss your needs and how I work.

**Counselling sessions**

Each counselling session lasts 50 minutes. For my planning, I anticipate that counselling with each client will last for 6 weekly sessions. However, we will discuss and agree on a session schedule in the first session and as needed in the following sessions.

Sessions will be conducted either face to face at Physio42, 42 Newbiggin, Richmond, DL10 4DT or remotely.

If you arrive late to a session, the session will still finish at the normal time. Depending on how late you arrive, I may decide that it is not possible to go ahead with the session. If you need to cancel a scheduled session, I ask that you give me at least 24 hours’ notice either

* by telephone/text on 07480-067860, or
* email at clair@healandsoul.co.uk.

If you miss a scheduled session without notice, I may be required to discontinue our work together.

**Fees**

My fee for each counselling session is £45. Concessions are available. Payment is preferred by card or bank transfer ahead of the session.

**Professional Conduct**

I am a registered member of the British Association for Counselling and Psychotherapy (‘BACP’) and guided by its standards of ethical and professional conduct. The BACP Ethical Framework for the Counselling Professions is available [online](https://www.bacp.co.uk/media/3103/bacp-ethical-framework-for-the-counselling-professions-2018.pdf). I meet regularly with a supervisor who helps me to make sure that the counselling service I provide is safe, ethical and effective.

**Confidentiality**

Everything you say in a counselling session is confidential. I will not share anything that you say with any third party without your written consent, except where there is a risk of harm to you or others, or as required by law or another agency. I will not identify you by name with my supervisor, and all discussion in supervision is consistent with my commitment to your confidentiality.

**Data Privacy**

I am committed to protecting and respecting your privacy and keeping your data secure. I will outline my privacy policy with you in the first session and request your consent to collect and process your information in line with my policy and UK General Data Protection Regulation.