

Terms & Conditions

Please read this document carefully. It contains terms and conditions which protect your best interests as a client. By making an appointment, you are agreeing to the following terms and conditions. If you are unable or unwilling to agree to these conditions, you should not continue with therapy and should notify the therapist of this situation.

Cures

A well-motivated client is very likely to achieve realistic goals. However, it is strictly unethical to guarantee a cure. The control of thoughts, beliefs and behaviours always resides within the client. However, I guarantee to apply my training, expertise and experience to your issues with the aim of achieving agreed goals or a successful outcome in as reasonable and as short a time as possible.

Estimates of number of sessions needed are based on information given by the client at the initial consultation. For this reason, initial estimates may be subject to change. Please realise they are for rough guide lines only and are based on clients being open about their issues.

Confidentiality

I will never divulge any personal information to any third party. Neither will I acknowledge that you are even attending therapy to any third party. Requests for information by interested third parties are ignored. Information may only be released to any third party on the express, explicit written and signed instructions of the client. Even under these circumstances, I will only supply client approved information to any third party providing my assessment is that it is in the best interests of the client.

Appointments

Free Initial Consultations are booked by telephone only.

Ordinary appointments may be made or rearranged in person or by telephone, text in the appropriate format, or by use of the booking form on the website. I never use letters, e-mail or FAX, to make or rearrange appointments. Appointments may be cancelled or postponed without incurring a charge providing at least 24 hours notice is given by telephone - there is also a voicemail box if you are unable to reach me directly.

If you are unable to give 24 hours notice, the standard fee is chargeable. With regret, this applies for any given reason.

Fees

For cash and cheque payment, fees are due at the end of each session. For online payments by credit or debit card via Paypal, payment is due upon your receipt of the invoice for that session. If online payment is not made within the same working day as the booking, the appointment may be cancelled and you will be notified.

Credit or Debit Cards cannot be accepted at the session.

Concurrent Therapy

It is unwise to obtain similar therapies from two sources simultaneously as it can make progress tracking impossible. Therapies such as acupuncture and reiki have been known to interfere as they do have an effect! Ideally, you should refrain from any other therapy which is likely to alter your beliefs or emotional responses, or general emotional state, whilst you are undergoing therapy here. The main exception is pharmaceutical intervention by your GP or specialist, although there are others. Even this is especially difficult to track. Adjustments to medication often result in a change of symptom. In this case a short break in therapy is advisable. Discuss this with your therapist.

Stopping (Termination)

A client may discontinue therapy at any time without disclosure of reason. It is advisable though, to conclude in a way that makes it easy to resume therapy as the need arises. Sometimes people feel a need for a break, if so, please do so in a respectful way and cancel any unwanted session(s). When you cease to be a client, all rights regarding confidentiality remain permanently. Client notes are kept for 10 years and then destroyed.

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