**Therapy Agreement**

**My Online Counsellor – Debbie Crew - Counsellor and life coach**

**Welcome to your therapy journey. This agreement is designed to help us begin with clarity and shared understanding. Please read it carefully. If anything feels unclear or doesn’t sit right with you, let’s talk about it. Therapy works best when we’re on the same page.**

**1. About Me – Your Counsellor**

**I am a qualified and registered counsellor with the professional BACP Ethical Framework. My role is to offer you a confidential, safe, and compassionate space to explore your thoughts, feelings, and experiences.**

**2. Sessions**

* **Session Length: 60 minutes**
* **Frequency: Weekly (or as agreed)**
* **Location: Online / In-person (at my therapy dome in North Wales)**
* **Fees: individual £65 per session, Couples £75 per session. Supervision £45 per session.**
* **Payment: Payable in advance or on the day via bank transfer**

**3. Cancellations & Missed Sessions**

* **I ask for at least 48 hours’ notice to cancel or reschedule.**
* **Sessions cancelled with less than 48 hours’ notice will be charged in full, except in emergencies or by prior agreement.**
* **If I need to cancel, I’ll give you as much notice as possible and offer an alternative.**

**4. Confidentiality**

**Everything you share with me is confidential, with a few legal and ethical exceptions:**

* **If I believe you or someone else is at serious risk of harm**
* **If there’s disclosure of abuse or neglect involving a child or vulnerable adult**
* **If required by a court of law**
* **If you share information about serious criminal activity, particularly involving terrorism or money laundering**

**I will always aim to discuss any potential disclosure with you first, unless there’s a safeguarding emergency.**

**5. Supervision**

**To maintain good practice, I discuss my work with a professional supervisor. These discussions are confidential, and your identity is protected**

**6. Record Keeping**

* **I keep minimal, secure notes of our sessions, factual and non-identifiable.**
* **Notes are stored in line with GDPR and Data Protection regulations.**
* **You have the right to request access to any records I hold about you.**

**7. Ending Therapy**

**Therapy can end at any time by mutual agreement. I recommend a planned ending to allow space for reflection and closure when possible.**

**I may suggest ending or pausing therapy if:**

* **It feels like the work is complete**
* **Therapy is no longer in your best interest**
* **There’s a consistent pattern of missed or unpaid sessions**

**8. Emergencies & Crisis Support**

**As a private practitioner, I cannot offer crisis or emergency support.**

**If you are in crisis, don't hesitate to get in touch with your GP, call NHS 111, or reach out to:**

* **Samaritans: 116 123**
* **SHOUT (text service): Text 85258**
* **Or attend your nearest A&E if needed**

**9. Communication Between Sessions**

* **I am happy to answer practical questions (e.g. rescheduling) via email or text.**
* **Therapeutic issues are best saved for our sessions.**
* **I do not monitor messages out of hours or offer support between sessions.**

**10. Online Working (if applicable)**

* **We’ll use a secure video platform, Google Meet platform**
* **Please find a private, comfortable session space where you won’t be interrupted.**
* **If technology fails, we’ll attempt to reconnect or reschedule.**

**11. Boundaries**

**To keep our relationship safe and focused on your wellbeing:**

* **I do not connect with clients on social media**
* **I will not engage in dual relationships (e.g. business, friendship) while we are working together**
* **Everything we do in therapy stays within that professional framework**

**12. Diversity & Inclusion**

**I am committed to offering a respectful and inclusive space for all clients, regardless of gender, sexuality, ethnicity, culture, ability, or background.**

**Please let me know if anything in our work feels uncomfortable or excluded; your experience matters.**

**13. Feedback & Complaints**

**I welcome your feedback, positive or constructive.**

**I hope we can discuss your concern about our work together.**

**If you wish to make a formal complaint, you may contact my professional body at https://www.bacp.co.uk.**

**Consent & Agreement**

**By reading and continuing with therapy, you agree to the abovementioned terms. These conditions form the basis of our working relationship unless a different arrangement is discussed and approved before the sessions start.**

**If you have any questions or would like to adjust any part of this agreement to better support your needs, I welcome you to bring this up in our first session or get in touch beforehand.**