

Counselling and Hypnotherapy with Alison – Client Agreement

Welcome

Welcome to Counselling and Hypnotherapy with Alison. I aim to provide a supportive, compassionate, non-judgmental, and confidential therapeutic space, either in-person in a comfortable private setting or online. I believe in each individual's ability to grow in their own way and offer a flexible, integrative approach to therapy.

Introduction

These Terms and Conditions set out the agreement between you ("the Client") and Counselling and Hypnotherapy with Alison ("the Practitioner"). They are designed to protect both parties and to ensure a clear, ethical, and professional therapeutic relationship.

By engaging in counselling and/or hypnotherapy services, you confirm that you have read, understood, and agreed to these Terms and Conditions.

Professional Standards and Ethical Framework

I am a registered member of the National Counselling and Psychotherapy Society (NCPS) and the National Hypnotherapy Society (NHS). I practise in accordance with their ethical frameworks, professional standards, and complaints procedures.

Further information can be found at:

- National Counselling and Psychotherapy Society (NCPS): <https://www.ncps.com>
- National Hypnotherapy Society (NHS): <https://www.nationalhypnotherapysociety.org>

I hold appropriate Professional Indemnity and Public Liability Insurance and a valid PVG Disclosure.

Nature of Counselling and Hypnotherapy

Counselling and hypnotherapy are collaborative processes intended to support emotional wellbeing, personal development, and self-understanding. Outcomes cannot be guaranteed, and progress varies between individuals. Counselling is not a substitute for medical or psychiatric treatment. If you are receiving support from a GP or mental health professional, you are encouraged to inform them that you are attending therapy.

Sessions

- **Duration:** Sessions are normally 50 minutes in length.
- **Frequency:** Sessions are usually held weekly, though this may be reviewed and adjusted by mutual agreement.
- **Format:** Sessions are offered in person or online. For online sessions, clients are responsible for ensuring a

private, quiet space and a stable internet connection.

- **Reviews:** Progress and goals are reviewed approximately every six sessions.

⚠ Important Notice: Sessions will not proceed if a client attends under the influence of alcohol or non-prescribed drugs.

Please avoid arriving early for in-person appointments, as there is no waiting area available.

Fees

Service Type	Fee
Standard session (50 minutes)	£65
Session plus email support package (Includes one 50-minute session and up to two client-initiated emails per week, responded to within 48 hours)	£85 per week
Email counselling	Available on request
Concessions	Limited availability for students or those on low income, subject to discussion

Fees are reviewed periodically. Any changes will be communicated in advance.

Payment Terms

- Payment is accepted via bank transfer or cash.
- Online sessions must be paid at least 48 hours in advance.
- Sessions are not confirmed until payment has been received.
- Failure to pay may result in suspension of sessions.

Bank Details: Bank transfer details will be securely provided upon booking confirmation or via invoice. When making payments, please use your initials as the payment reference.

Cancellations, Lateness, and Holidays

- Cancellations with less than 48 hours' notice, or non-attendance, are charged at the full session fee.
- Illness-related cancellations are considered at my discretion.
- Pre-arranged holidays agreed in advance are not charged.
- If I need to cancel a session, I will provide as much notice as possible and offer to reschedule.

- **Lateness:** If you arrive late, the session will still end at the scheduled time. If you do not attend within 15 minutes, the session will be considered missed and charged in full.

Contact Between Sessions

Contact between sessions is limited to practical or non-urgent matters and should be made via email. I aim to respond within 48 hours.

 **Crisis Support Notice:** I do not provide crisis support. In an emergency or acute distress, please contact immediately:

- Your GP
- NHS 24 (Call 111) or NHS Direct
- Samaritans (Call 116 123)

Health and Safety

If you are experiencing symptoms of COVID-19 or another contagious illness, please inform me as soon as possible. Sessions may be moved online or rescheduled.

Duration and Ending of Therapy

Therapy may be open-ended or time-limited, depending on individual needs. A minimum of six sessions is generally recommended.

You may end therapy at any time. Where possible, at least one week's notice is appreciated so the work can be ended safely and reflectively.

Ending the Counselling Process

Therapy may come to a natural end when you experience:

- Greater self-confidence and emotional resilience
- A clearer sense of direction or self-understanding
- A reduction in symptoms or distress

If you feel therapy isn't helping, I encourage open discussion rather than sudden termination. Where possible, please provide one week's notice so we can reflect and close the process respectfully.

You are always free to end therapy at any time, and will never be pressured to continue.

Confidentiality

Everything discussed in sessions is confidential, except in the following circumstances:

- **Clinical supervision:** I discuss my work with a qualified supervisor in line with ethical requirements. Client identities are not disclosed.
- **Risk of serious harm:** If there is a serious risk to you or others, I may need to share information with appropriate services (for example, a GP or emergency services). Wherever possible, this will be discussed with you first.

Confidentiality also extends to the prohibition of recording sessions or using AI-based note-taking tools, as outlined

below.

Recording of Sessions and Use of Technology

This policy exists to protect client confidentiality and privacy, maintain therapeutic safety and trust, and ensure compliance with UK GDPR, professional ethics, and data protection law.

- Counselling and hypnotherapy sessions are not recorded by the therapist under any circumstances.
- Clients are not permitted to audio-record, video-record, screen-record, or otherwise capture sessions, in whole or in part, without explicit prior written consent.
- The use of AI note-taking tools, transcription software, smart assistants, or automated recording applications during sessions is strictly prohibited. This includes any technology that listens to, analyses, stores, or processes session content.

Any unauthorised recording or use of prohibited technology may result in the immediate termination of the session and therapeutic contract.

Data Protection and GDPR

I comply with the UK General Data Protection Regulation (UK GDPR) and the Data Protection Act 2018.

- Client records are stored securely and accessed only by authorised individuals.
- Brief session notes are kept for professional and insurance purposes.
- Records are retained for seven years after therapy ends and then securely destroyed.
- Personal data is never shared without lawful or ethical justification.
- You have the right to request access to your personal data (a Subject Access Request). Requests will be responded to without undue delay and at the latest within one calendar month, subject to verification of identity.
- You have a statutory right to lodge a data protection complaint directly with me if you have concerns about how your personal information is handled, stored, or processed.

Complaints

Service-Related Complaints: If you have concerns about the therapeutic service provided, I encourage you to raise them with me directly in the first instance. If the matter cannot be resolved, you may refer to the relevant professional body's complaints procedure:

- National Counselling and Psychotherapy Society (NCPS): <https://www.ncps.com>
- National Hypnotherapy Society (NHS): <https://www.nationalhypnotherapysociety.org>

Data Protection Complaints: If your complaint relates to your personal data or a privacy concern, you can submit this to me via email. In accordance with ICO guidelines:

- I will acknowledge your data protection complaint without undue delay.
- I will investigate your concerns and provide an outcome or progress update within 30 days of receipt.
- If you remain dissatisfied with the outcome of my internal investigation, you have the right to escalate your complaint to the Information Commissioner's Office (ICO) at <https://ico.org.uk> or by calling 0303 123 1113.

Agreement

By engaging in counselling and/or hypnotherapy services, you confirm that you understand the nature and limits of confidentiality, understand how your personal data is stored and used, and agree to these Terms and Conditions.