

Therapy Agreement

You will be asked to sign a digital copy of this Therapy Agreement via Google Forms before your first session. Please retain this copy for your records.

Therapy is a collaborative process with an ongoing relationship between the Client and the Therapist. The therapy experience supports the Client in establishing new thoughts, feelings and behaviours. The therapeutic relationship is strengths-based, forward-looking, and collaborative. The therapy agenda is developed and implemented in partnership between the Client and the Therapist, with the role of the Therapist being to help the Client progress toward achieving a goal.

- The Client and the Therapist agree to engage fully in the therapy experience
- The Client recognizes that therapy is not a substitute for medical help or advice

1. Confidentiality

Everything that you discuss with me is confidential. Confidentiality will only be broken if there is concern about your safety or the safety of someone else or I am instructed to do so by a Court of Law. I will always endeavour to speak to you about this first. I will ensure that in-person sessions are conducted in a confidential setting & for online sessions I have chosen video calling software that offers end to end encryption to further protect your privacy. I discuss my clinical work with a supervisor. This is to ensure that I am offering you the best service possible. These conversations are bound by confidentiality & you will only be referred to by your first name.

2. Data Security

Notes are also kept of each session. These are anonymised & are stored securely in a password protected file. These notes are for my use only & help me to keep a track of everything that is being discussed. In line with industry standards, these notes must be kept securely for up to 7 years after your therapy comes to an end, after which they will be confidentially destroyed. You have the right to view these notes at any time. To make this request please contact me directly.

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All confidential information is held in accordance with the GDPR, 2018. Please see my Privacy Policy for more details about how data is used & stored, as well as your rights under the GDPR guidelines.

3. **Appointments**

All appointments last for 50 minutes (except initial assessments, which last between 50-80 minutes) & we will usually meet on a weekly basis. Please ensure that you choose a quiet & private location to conduct your online sessions & that you log in on time to make full use of the appointment. Please note that sessions cannot be extended beyond the agreed time.

Should we experience any technical difficulties, I will endeavour to switch to an alternative session format (e.g. another video calling platform, telephone or alternative phone line) so the session can continue with minimal disruption. Outside of your agreed therapy sessions, it is not usual for you to have contact with your therapist. If you think that you may need extra support, please discuss this directly with me.

4. **Payment**

Payment for your sessions is made at the point of booking by card, PayPal, Apple Pay or Google Pay using the Wix Booking system. Payments will show up on your account statement under "Wp*louiselynch Therapy".

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5. Making Changes To Your Appointments

If you need to cancel or rearrange an appointment with me, you can do this via your Wix Booking account.

Alternatively, please message 07943841660 or email louiselynchtherapy@outlook.com to let me know. I ask that you give at least 24 hours notice of any changes to be eligible for a refund. This gives me the opportunity to reallocate the session to someone else. 50% of the session fee will be charged for cancelled sessions, where 24 hours notice has not been given & for non-attended sessions, where no prior notice has been given.

Please note, that for therapy to work, regular attendance is essential.

6. Breaks In Therapy

For counselling to be effective, regular & consistent attendance is essential. It is also important that we are aware of any planned breaks so that we can prepare. I will endeavour to give you at least 6 weeks' notice of any holidays & I ask that you try to do the same.

7. Raising Concerns

Should you have any problems at all with the service that you receive, please let me know. If this does not resolve the issue, I am registered with The General Hypnotherapy Register (GHR) www.general-hypnotherapy-register.com. You can view my full terms & conditions on my websites www.therelaxedmamaclub.com and www.louiselynchtherapy.com. I hope that your time with me will be a really positive experience & I look forward to working with you