

# Terms & Conditions

## 1. Ethical Practice

I abide by the ethical guidelines of COSRT and BACP.

Read more: [www.bacp.co.uk/ethical-framework](http://www.bacp.co.uk/ethical-framework)

## 2. Anti-Discrimination

I strive to provide an inclusive, non-discriminatory therapeutic environment.

## 3. Confidentiality

All sessions are confidential, with exceptions as outlined in the Privacy Policy. This includes supervision, risk of harm, legal obligations, or if compelled by a court.

## 4. Session Location

Sessions take place at:

The Therapeutic Rooms, First Floor, 28 Hanbury St, Shoreditch, E1 6QR  
Online sessions are conducted via Zoom with security measures in place.  
Clients must also be in a private, interruption-free environment.

## 5. Session Length

Individual: 50 minutes

Couples: 60 minutes

Variations can be arranged

## 6. Fees and Payment

Individual sessions: £85

Couples sessions: £110

Reduced fees available for students and those on benefits

Payments must be made in advance by BACS to:

Account Name: Mr A A Clark

Sort code: 40-03-29

Account number: 61527517

## **7. Cancellation Policy**

24 hours' notice is required

## **8. Couples Therapy**

Sessions only begin when both partners are present unless otherwise agreed. Everyone is expected to attend the full session.

## **9. Conduct & Safety**

Respectful communication is expected. Sessions should be free from intimidation, substance use, and risk of harm.

## **10. Record Keeping**

Notes are kept securely and in accordance with UK-GDPR and the BACP Ethical Framework. No recordings are made.

## **11. Online Therapy**

Zoom sessions use unique links, passwords, and waiting rooms. If disrupted, a telephone call may be used as backup.

## **12. Law and Jurisdiction**

This contract and all therapy services are governed by the laws of England and the UK, regardless of location.

## **13. Complaints**

I encourage open communication about any concerns. If needed, you can contact the BACP's complaints and guidance service:

Email: [gethelp@bacp.co.uk](mailto:gethelp@bacp.co.uk)

Phone: 01455 883300

More: [www.bacp.co.uk](http://www.bacp.co.uk)