**Terms and Conditions**

**Psychotherapy and Counselling:**

Psychotherapy and counselling provides an opportunity to seek a better understanding of issues that may be leading to anxiety or unhappiness.

**Sessions:**

Therapy usually takes place in weekly, fifty minutes sessions. After an initial appointment, in which we can explore the areas for particular focus, if we believe that psychotherapy would be helpful, we can arrange a mutually convenient weekly appointment time.

**Online Therapy:** For online therapy sessions both parties must ensure they are in a space where confidentiality can be maintained. We will set up the link and begin and end the session. If a connection is lost we will try to re-establish it. It that is not possible we will revert to alternative technology either video or by phone. Both parties agree not to record sessions.

**Payment:**

The standard rate for a fifty minute appointment with Lisa Daitz is £80. The standard rate with one of our therapists-in-training is £40. Payment is required in order to confirm your initial appointment. After the first session, payment is required 48 hours before each appointment. You will be sent an email with a payment link.

**Cancelling Appointments:**

If you are unable to attend an appointment, please let us know as early as possible. Your session is kept available for you and is not filled elsewhere and therefore we need to have a cancellation policy. Please note that appointments not attended or cancelled within one week are charged in full. We will always endeavour to offer you an alternative appointment for that week if you give us sufficient notice, eg 48 hours, and this will usually be online. We cannot always guarantee that this is possible.

**Notice Period:**

We can offer short-term and open-ended work and we will review this with you on an ongoing basis. Because we reserve a weekly appointment time for you, we do require a notice period of four weeks, if we are working on a long-term basis (ie after twelve sessions. This allows us in to plan the work and the ending and allows us to reflect, consolidate and make the most meaning of the work we have done together.

**Confidentiality, good practice and safety:**We commit to providing a safe, non-judgmental and confidential space. We adhere to our Association Code of Ethics, listening to you and challenging you with respect to allow you to reflect on and explore the challenges you face. What is shared in the session will not be discussed outside the sessions except in the context of professional supervision and professional training. Any such references will always be anonymous and you could not be identified through them.

In very few extreme circumstances, it might be necessary for your therapist to pass on information. This would only be if there were a substantial possibility of serious harm to yourself or others or if we were legally impelled to impart information. If your therapist had concerns in this area, they would aim, where possible, to talk to you as fully as possible before deciding to take any action. We aim to maintain the highest standards of good practice and safety. If you do have any concerns whatsoever in this regard, please do raise them with us.

In terms of the data we keep, we are registered with the ICO and are fully compliant with ICO and GDPR regulations. A copy of our privacy policy is available on our website and this has been developed in conjunction with our professional association and the ICO.

In the unlikely event that our work has to terminate and your therapist is unable to inform you personally, they will have instructed a highly trusted colleague the task of contacting you and discussing the situation with you.  In this event the colleague will then have access to your contact details and the basic details of what the work is and any information that is ethically necessary to impart.