



Town & Country Counselling

10 Regent Street
Great Yarmouth
NR31 1RN

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Client Agreement

Information you share with the counsellor at Town & Country Counselling (TCC) is confidential but occasionally there are circumstances where the counsellor cannot legally or ethically maintain confidentiality.

In order to protect you or another, the counsellor may need to share information; wherever possible this is done with your consent and the reasons for this are discussed with you before this happens.

The reasons are:

- If TCC believe there is significant risk of harm to your-self or someone else.
- If you disclose that you intend to act criminally for example laundering drug money or any act(s) that relates to terrorism.

For safe guarding and to maintain high standards of service delivery TCC will keep basic notes on the process of your counselling and as your counsellor I am required to discuss my work load with my supervisor when necessary.

Any notes are kept in a secure place with your identity remaining anonymous and every care is taken during supervision to protect your anonymity. TCC is the only one to have access to your full name and personal details.

Any notes made will be shredded approximately twenty-four months after your counselling has ended.

TCC ask that you do not use non prescribed drugs before/during sessions or threaten the counsellor/staff on the premises in any way and respect that TCC has the right to

suspend/end a session if this is the case. TCC have a zero tolerance policy and your support will be withdrawn with immediate effect.

I (counsellor) am contactable between 09:00am - 04.30pm Monday to Friday by phone, email or WhatsApp, please leave a message and I (counsellor) will respond as soon as able. Messages outside these hours will be returned when next open.

Counselling sessions are in heavy demand I (counsellor) ask you to keep all possible appointments.

Payment can sometimes feel tricky to talk about, to help this I aim to offer a clear and transparent payment policy explained as follows. For prospective new clients I offer an initial 45 minute initial meeting for £20. In this session we can see what you want to achieve from counselling and if we feel able to work with one another. Standard sessions are £40 which is one hours duration.

Payment is by cash or BACS transfer which is payable either in advance or during the session.

Please note any sessions cancelled with less than 48 hours notice will be charged at half the agreed rate, sessions cancelled with less than 24hours notice will be charged at the full cost.

By signing this agreement you are acknowledging that you understand and agree to everything above and give consent for your information to be shared if it becomes necessary.

Client Name: _____

Counsellor First Name: _____

Client Signature: _____

Counsellor Signature: _____

Date: _____

Date: _____

Client ID: _____