

This contract sets out an agreement between Elephant Counselling and yourself for ongoing counselling work: not only what you can expect from Elephant Counselling but also what Elephant Counselling can expect of you.

1. Ethical Practice:

All Elephant Counselling therapists are members of the British Association For Counselling and Psychotherapy (BACP) and are committed to working under the BACP's Ethical Framework for counselling professions. This is your assurance that the service and your counsellor will always strive to practice in a safe, ethical and professional manner.

The BACP Ethical Framework can be viewed for free on the BACP website: www.bacp.co.uk

Counselling is widely considered to be beneficial and it is Elephant Counselling's intention for your experience to promote positive change as a result of your journey. However, Elephant Counselling can make no guarantee as to the therapeutic outcomes of any particular course of counselling.

2. Sessions:

2.1. Duration and Fees:

Initial Consultation Session	£40 for 40 mins
Counselling session	£50 for 55 mins
Couples Therapy Session	£70 for 55 mins

2.2. Arriving late:

Sessions will always start and end at a scheduled time, even if you are delayed at the start.

2.3. Cancellations:

2.3.1. By Elephant Counselling: If your session is cancelled by Elephant Counselling, clients will be given at least 24 hours' notice where ever possible. You will not be charged for the session.

2.3.2. By the client: If a session requires a cancellation, Elephant Counselling will requests at least 24 hours notice prior to the session. Sessions cancelled adhering to this condition will not incur a cost.

2.4. Non-Attendance: If you fail to attend an appointment without informing Elephant Counselling, an attempt will be made to contact you by e-mail and / or phone. If there is no contact or attendance by the start of the clients next scheduled session, this contract will be terminated with immediate effect.

2.5 Cancellation and Non-Attendance Fees: You will be liable to pay in full for any sessions cancelled with less than 24 hours' notice or for non-attendance without

notice. Despite a sympathetic understanding of how 'life can get in the way' when it comes to schedules and diary commitments, it is not possible for me to subsidize the costs of non-attendees or last minute cancellations.

Cancellations must be made using the Elephant Counselling e-mail address:

matt@elephantcounselling.co.uk

or by **TEXTING** Elephant Counselling on: **07716 369 689**

3. Confidentiality and Data Management: For information about how Elephant Counselling will manage client's personal data and limits to client confidentiality please see the 'Elephant Counselling Data Protection Statement on the website or ask your counsellor for a hard copy.

4. Complaints: Elephant Counselling works hard to ensure that all clients receive an outstanding service and feel well supported throughout their therapeutic journey. If a client has a complaint or any concern regarding the level of service being offered, the following points offer a summary of the steps a client can take:

4.1. Informal Process: In the first instance please raise your concern or complaint personally with your counsellor. All complaints and concerns are taken most seriously and every effort to resolve the experienced issue will immediately.

4.2. Formal Process: If in the first instance the client feels that the issue has not been adequately addressed, contact with the BACP can be made and a formal complaint lodged with the Professional body.

4.3. If you have a serious complaint about how Elephant Counselling has handled or processed personal data and you are not satisfied by Elephant Counselling's response, more information can be found about the right steps available on the website of the Information Commissioner's Office.

5. Duration of contract:

Elephant counselling offers an open-ended duration of counselling. Elephant Counselling offers both long and short-term journeys. It is intended for the client to own the decision to continue or end a therapeutic journey based upon a personally desired goal, finish line or conclusion. Through open dialogue client and counsellor will check in on duration and indeed frequency of sessions and agree process duration in a fluid manner.

6. Termination of contract:

6.1. By the client: Clients may bring the counselling contract to an end at any time by informing the counsellor of an intention to do so. However, it is strongly advised that wherever possible, endings are planned in advance with a counsellor for proven therapeutic benefits. Sessions cancelled within the required 24-hour window will still be charged as stated in section 2.

6.2. By the service:

6.2.1. Non-Attendance: If two sessions are missed without notice please refer to section 2.4

6.2.2. Irregular Attendance: If it becomes evident that a number of sessions have been missed over a period of time, either with or without notice, a discussion about this pattern will be held. If there is an inability to commit to a more regular pattern of attendance, the contract can be terminated.

6.3. Non-Payment: The right is reserved to terminate this contract with immediate effect in the event of non-payment for sessions.

6.4. Inappropriate behaviour: Elephant Counselling will not tolerate inappropriate or anti-social behaviour towards others. The right is reserved to cancel this contract with immediate effect if such behaviour is reported. This might include violent or abusive behaviour or language; inappropriate touching or sexual advances; damage to property, or causing another person to feel threatened, disrespected or unsafe. Where necessary such behaviour will be reported to the police.

6.5. Misuse of alcohol or drugs: Elephant Counselling reserves the right to cancel a session with immediate effect if it is felt that a client has arrived to a session under the influence of drugs or alcohol. The session will be charged at full price. Regularity of this type of behaviour will see an immediate termination of this contract.

Elephant Counselling will explain in all cases, in writing and verbally reasons for any contract termination. If a client feels that a contract has been unfairly terminated, please refer to the complaints section of this document.

7. Report Writing: Elephant Counselling will not provide letters or reports a client's therapy to third parties (e.g employers, solicitors, government agencies) even if requested or authorized by the client themselves, unless legally required to do so.

If requested, a headed letter of attendance can be provided if requested in writing.

8. Support between sessions and out of hours provision:

Elephant Counselling takes very seriously its duty of care towards its clients, but regrets an inability to provide an out of hours or emergency care service. Information on where to access such support can be found here:

<https://www.devon.gov.uk/care-and-health/factsheet/mental-health/get-help-in-an-emergency/>

9. Declaration:

I can confirm I have read and agree to the information provided within this Elephant Counselling contract.

Client's Name:

Client's Signature:

Date:

Matt Hyde MBACP Professional Integrative Counsellor

Email: matt@elephantcounselling.co.uk

Call or Text me on 07716 369 689

Visit: www.elephantcounselling.co.uk