

Elizabeth Tuohy MBACP  
Be Well B U Counselling Service  
mobile: 07518156247  
email: [elizabethtuohy15@gmail.com](mailto:elizabethtuohy15@gmail.com)  
website: [www.bewellbu.uk](http://www.bewellbu.uk)

## COUNSELLING CONTRACT FOR PRIVATE CLIENTS

### 1. Session Times and Frequency

We will meet first for an initial appointment on ..... at .....  
Each counselling session will last for one hour. Online counselling and telephone counselling are available. I use the platform zoom for online work. Face to face sessions are held at my premises in Broughton Astley. There is plenty of parking on the drive.

I have documents on the website with information regarding Coronavirus along with a Safe Working Practice document for working with clients face to face. Also on the website is a document explaining online and telephone counselling for your information.

The agreed time will be yours for the duration of the contract. We will agree appointment times the first time we meet. You may attend at the same time each week or fortnight or you may prefer to make an appointment each time you attend to suit your diary.

If circumstances arise outside either my or your control we will review this. If you should be late for a session I will be there for the duration of the session but I will not work beyond the end of the session unless we both agree to this.

Our sessions will be based upon a six week reviewing cycle. At each review we will discuss progress and identify whether further counselling will still be of benefit to you.

### 2. Fees

My fees are £60.00 per session of one hour in length for individuals and £70.00 for couples, two clients or above. Payment is required at the end of each session and this can be made using a card reader before leaving, in cash or a BACS transfer can be arranged.

I review my charges each year and I give at least one month's notice if any increase is to be made.

### 3. Contract outside of sessions

You can contact me via my mobile or email listed above in the case of cancellations, alterations or emergencies. Text messages or email are a convenient way of informing me of any changes in case you are unable to speak to me on the phone or leave a voice message.

I understand there are times when contact may be required outside booked session times. Please note that messages will only be picked up on an irregular basis throughout the day, therefore and in extremis, you should contact your surgery for medical help/advice. I will acknowledge all messages as soon as possible.

The counselling relationship is a professional one. It does not imply social contact during or after our contract is completed. It is perfectly acceptable for you to ignore me if we meet outside of the counselling environment. The boundaries of our engagement are to be enforced equally by you (the client) and by me (the counsellor).

#### 4. Commitment

At times counselling can be very demanding, frustrating, emotional or just plain difficult and there can be a real reluctance to attend. I would ask you to make a firm commitment to attend regularly and keep absences to a minimum; too many gaps will slow down the progress of our counselling work.

#### 5. Confidentiality and the limits of confidentiality

The content of our sessions is confidential to you, the client, and to me, the counsellor.

All accredited therapists have to be supervised. This means that incidents from a session may be discussed outside the counselling room. If this happens, clients' names are not disclosed, so your confidentiality is protected.

In exceptional circumstances, if I believe there is a risk of serious harm being done to anyone, I will disclose it. I would always discuss this with you first, hoping to gain your agreement.

In the case of a disclosure concerning acts of terrorism, drug trafficking or some events specific to the children act or road traffic act, confidentiality will be broken and such disclosures will be passed onto the relevant authority. I work within the law.

You may have given me details of your doctor, but I would not communicate with him or her without a full discussion with, and agreement from, you first. I would however expect you to tell me about any medication you may be given and about any 'other help' you may receive during the counselling.

I make brief notes after each session that will be kept in accordance with the Data Protection Act (1998) and the General Data Protection Regulation (GDPR) effective as of May 2018. The notes are minimal and purely to help me in my work with you. They are destroyed as soon as possible upon completion of your counselling. Notes are securely stored and you cannot be identified from them.

#### 6. Holidays and Cancellations

We will let each other know in advance of any planned breaks we make. There may be times when we need to cancel a session because of illness or an urgent family commitment. If this happens I will give you as much notice as possible and offer you an alternative time for your session. I ask you to do the same.

I do not want you to feel compelled to break self-isolation to come to a session or to have an on-line session if you are feeling unwell or it may be inappropriate for you to do so. For example if other adults or children are at home causing a risk to the confidentiality of the sessions.

If you are cancelling a session with short or little notice due to feeling unwell charges will not be incurred.

For a cancellation with less than 24 hours notice the full fee is required.

For a cancellation with 24 to 48 hours notice a £20 fee is required.

## 7. Endings (Termination)

In counselling we work towards achieving agreed goals. It will become apparent to both of us when you have achieved your chosen goals. Sometimes goals change during the counselling. The counselling contract is not open-ended as each period has an explicit goal in mind. At times you may find counselling very difficult and wish to end before you have reached your goal. I encourage you to discuss these difficulties rather than abruptly ending as it may deprive us of resolving important issues.

I will not suddenly, or without warning, terminate our contract, except in exceptional circumstances. If these circumstances arise they will be fully discussed at that time.

If we have no contact for four weeks after your last appointment, I shall consider our contract to be at an end.

## 8. Ethics and code of conduct

I am a registered member of BACP (British Association for Counselling and Psychotherapy) and I work within the ethical framework for good practice in counselling and psychotherapy as laid down by BACP. A copy of the ethical framework for good practice in counselling and psychotherapy can be found on their website [www.bacp.co.uk](http://www.bacp.co.uk).

## 9. Client feedback

I welcome comments on your experience of counselling with me. If you would like to do so, please offer your feedback either in person in the session itself or by letter or phone, whichever you find preferable. You may be invited to complete a questionnaire at the close of your counselling with me.

## 10. Complaints

If possible please inform me if you have any complaints so that we can try to resolve these. If this is not possible, please contact BACP who will advise you how to proceed.

## 11. GDPR (General Data Protection Regulation)

In line with the new data protection laws, I keep minimal notes that are protected by being identified by a number only, for 7 years. Personal data is kept separately. All irrelevant notes are destroyed by shredding or burning at the end of your counselling here. You are entitled to read your notes at any time.

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12. Other notes specific to this engagement:

### Counsellor's & Client's Contract

I ..... agree to undertake counselling in accordance with the terms outlined above.

Client's signature:..... Date:.....

I, Elizabeth Tuohy, agree to provide a counselling service in accordance with the terms outlined above.

Counsellor's signature:..... Date:.....



Registered Member **45881**  
**MBACP**