

Haven Counselling and Coaching (Rob Stroud):

1. Offers weekly counselling at a fixed time lasting 50 minutes.
2. Provides at least 28 days' notice of any planned absences and as much notice as possible for any unavoidable absences.
3. Operates a 1 month (30 days) minimum notice period for both counsellor and client and offers counselling for a maximum of three years.
4. Reserves the right to terminate sessions in the event of non-payment.
5. Does its best to ensure your comfort and safety within the premises.
6. Respects your confidentiality, in line with the British Association for Counselling and Psychotherapy's (BACP) Ethical Framework and my Client Privacy and Data Protection Policy.
7. Operates a risk policy: if I believe a client to be in imminent danger of harming themselves or others, I may break confidentiality, preferably after discussion with the client.
8. Has a legal obligation to disclose to the appropriate authority (e.g. police) some types of information that a client may disclose, such as their involvement in or knowledge of terrorism or drug trafficking.
9. Follows BACP best practice in receiving regular confidential supervision (where I meet with a senior professional to reflect on and discuss casework in a structured way).
10. Will give you notice of at least 1 month (30 days) of any changes to fees.
11. Will review progress with you around the sixth session after an initial period of assessment to check if therapy together is working or likely to work.
12. Will limit therapy to time in our regular appointed sessions. If I agree to undertake any work (e.g. phone calls or letter / reports on your behalf) beyond 5 minutes, work will be charged at a pro rata rate based on your session rate.

Haven Counselling and Coaching asks you, the client, to:

1. Maintain payment for sessions, including any you miss or cancel for any reason (aside from an agreed break of up to 2 sessions per year.)
2. Let me know about any forthcoming planned absences and to contact me if you are unable to attend your regular counselling session or if you are delayed.
3. Remember that your medical and psychiatric care remains the responsibility of your General Practitioner (GP) / Mental Health team.
4. Maintain responsibility for your own well-being and let me know about anything that is unclear or causing you concern or any changes in circumstance (e.g. medication) that may influence your therapy.
5. Agree not to attend your session under the influence of alcohol or non-prescription drugs. In the event of such a breach or other unacceptable behaviour clients may be asked to leave the premises.
6. Respect the peace and privacy of other clients and residents by not arriving early (there is no waiting room) and by leaving the premises and its entranceway at the end of sessions. In the event of a late start, sessions cannot be extended but will still end at the usual time.
7. Leave electronic communications or recording devices (including mobile phones) switched off during sessions unless agreed otherwise with the counsellor.

Review: this contract will be reviewed at any time at the request of either the client or the counsellor.

This contract, and the work it relates to, are subject to the jurisdiction and laws of England and Wales.

I have read and understood this contract and agree to counselling under its terms:

Signature (Client):	Print Name:	Date:
Signature (Counsellor):	Print Name:	Date: