

Client and Therapist Therapeutic Agreement

This contract is between:

Specialist name:

Client name:

Please read the points below carefully to ensure you understand how the cancellation policy works and the potential consequences if you fail to attend any of your appointments.

1. If you need to cancel a scheduled appointment, kindly inform the JKLTC Admin at least 48 hours in advance. You can reschedule your appointment by sending an email to admin@jkltherapycentre.com. Please note that if you provide less than 48 hours' notice, it will be counted as one of your sessions, and the fee will not be refundable. We are willing to consider situations where giving 48 hours' notice is difficult due to your work or personal circumstances.
2. We understand that there may be situations where you must cancel your session, even a few minutes before the scheduled time (less than 48 hours' notice). In such cases, please contact us at admin@jkltherapycentre.com to inform us of your inability to attend the session. Upon your request, the fee can be either rescheduled for the next designated date and time or refunded to your account. While we acknowledge that illnesses and emergencies can occur, we kindly request that you minimize frequent cancellations or 'no shows.' Please adhere to our policy regarding advance notification for cancellations resulting from conflicting appointments, vacations, work or family obligations, or any other events – refer to our payment and cancellation policy.
3. If, for any reason, we need to cancel your appointment, we will contact you with as much notice as possible. In this case, your fee will either be refunded to you or carried forward to your next scheduled appointment, as per your preference.

Your Appointments

At JKLTC (Justyna Kulczyk-Lewinska Therapy Centre), we provide a safe, confidential, and private space to ensure the most effective therapy experience. Each individual and relationship/couple appointment is scheduled for 50 minutes, and our therapists aim to start promptly.

Late Arrivals

If you are more than 15 minutes late to your appointment, our therapists may decide whether the appointment should go ahead. If the appointment continues, it will finish at the original booked appointment time (it would be discussed with your therapist if it is possible to proceed with the full 50 minutes, depending on the therapist's next booking after your appointment). Any booked appointment that is cancelled due to late attendance will be counted as one of your allocated therapy sessions, and your fee will not be refundable.

Cancellations

In the event of frequent cancellations, we may decide to end the contract. A very important aspect in therapy is systematic work, and frequent cancellation of visits may result in a lack of therapeutic success. It is allowed to cancel two sessions in a row (approximately one month break), after which the therapy may be discontinued. Therefore, it is important that you determine whether you are ready for therapeutic work.

Special Requirements

Mobile phones are to be turned off while in appointments, and appointments should not be attended under the influence of alcohol or recreational drugs. It is inappropriate to attend therapy with children, babies, or animals of any kind, with the exception of assist dogs.

Sessions

Sessions for individual therapy take 50 minutes long, weekly/fortnightly (unless agreed otherwise with therapist).

The fee for each session is agreed

In-person sessions have an additional cost of £20.

Payment: Document The J. Kulczyk-Lewinska Payment & Cancellation Policy.

Video Appointments

Video appointments may be discussed with you as an option for part or all of your therapeutic experience. The offering of any therapy other than face-to-face appointments will be at our discretion and based on our clinical expertise and can be stopped if either you or we feel the approach is not providing the most effective therapeutic care for your particular needs at the time. Both parties will need to ensure privacy is maintained, that appointment times are adhered to, and that both the therapist and you "attend" for the appointment dressed appropriately, ready for the session, and able to focus during the appointment without distraction. **Under no circumstances should the video appointment be recorded.**

Non-Face to Face Work

The delivery and management of the therapy services under this contract are deemed to be undertaken within the United Kingdom, whether the therapy services are delivered through a meeting in person in the United Kingdom or through electronic or telephonic means (for example, Face Time), and this agreement is to be interpreted and governed under and by the laws of England and Wales.

By signing this, you and we agree to and to be bound by the terms of this agreement and consent to the use of personal data for the purposes of delivering and managing the delivery of therapy services to you, as described in our Privacy Statement and Data Protection, a copy of which is annexed to this agreement and initialled by us each.

Contact Outside of Session

To provide a safe therapeutic arena, it is essential that both the client and therapist develop, understand, and maintain boundaries. If you and therapist inadvertently meet outside of the session, to maintain and respect your privacy and that of ours, we will not automatically acknowledge you and would not enter into any conversation. We will respect the client's preferred methods of contact. Under no circumstance should the client attempt to contact us by means not agreed upon, for example, personal/business mobile numbers, email, or on social media.

& Privacy Statement and Data Protection

We abide by the General Data Protection Regulation (GDPR) (2018). We hold ICO (Information Commissioner's Office) registration, which means that we need to tell you what data we collect from you and what we intend to do with it.

Information Governance During the course of your therapy, a brief summary from each of your sessions is documented in our file. These notes are used solely by us, and no other professionals have access to them.

Confidentiality

All sessions remain confidential except in these circumstances, where personal data may be shared with third parties:

- If we have any concerns that you, or someone else, will come to significant harm. For example, if you are about to harm yourself or another (including physical and sexual attack or abuse). In such cases, we would always do our best to talk to you first about why we feel it is necessary to discuss your situation with other professionals.
- If we are required by law or served a court order, for example, in cases such as child protection or terrorism.

Use & Record Keeping

The personal information we hold about you (name, age, home address, email address, telephone number, medical history, etc.) is stored in a locked cupboard. All electronic notes are password protected. Your phone number may be kept in our business mobile phone, which is passcode protected. Only we have access to it. You have the right to request your personal information to be corrected or erased at any time, in writing. For legal purposes, we have to keep some data about you for up to 7 years. All records are kept following COSRT guidelines before being appropriately archived, deleted, or anonymized. We can discuss your requirements and come to an agreement together. After five years, we destroy all data and notes we have about you. In the event of sudden incapacity to work or death, a professional executor will take responsibility for your documentation, in which case your identity would be disclosed to the executor. Executors are bound by the same professional and ethical guidelines of confidentiality. If you are not happy with the way we use your data, you can complain to ICO at www.ico.org.uk or phone them on 0303 123 1113.

Sometimes material from your sessions may be used in case studies for teaching or auditing purposes. In such cases, the data would be unidentifiable, and your confidentiality would be protected at all times.

It is common practice for therapists to attend regular clinical supervision sessions with other practitioners, all of whom are bound by the same code of ethics and strict confidentiality. The Therapeutic Alliance We provide a non-judgmental professional environment, and you will be treated at all times with respect and dignity. We have a right to end therapy if a perceived threat to the physical or psychological well-being of it is apparent. We have a professional obligation to adhere to College of Sex and Relationship Therapists (COSRT) Code of Ethics and Practice for General and Accredited Members and the Conduct Procedure. All of which can be found on the website www.cosrt.org.uk.

Complaints

If you are in any way dissatisfied with your treatment or therapy, please feel free to contact the following governing body: COSRT – complaints@cosrt.org.uk.

Once signed and dated by client and therapist, one copy will be retained by the client, and a second copy saved into the therapist records.