

Dundee Counselling Sample Client Contract



Agreement between:

Client(s): _____ (referred to as “you” or “client”)
Counsellor: _____ (referred to as “I”,
“me”, “therapist” or “Dundee Counselling”)

Aim of Counselling: Counselling provides a confidential space for you to explore personal and relational issues safely. My role is to support you without judgment or directive advice, though I may offer information or suggestions when appropriate. Together, we will set counselling goals, and you agree to work towards them. If I believe I can no longer support you effectively, I will discuss referral options with you.

Description of Therapy: Details about our approach to therapy can be found at: dundeecounselling.com/our-therapy

Confidentiality - To foster safety and openness, Dundee Counselling maintains confidentiality in line with the **British Association for Counselling and Psychotherapy (BACP) Ethical Framework** (www.bacp.co.uk). As a BACP member, I adhere to these ethical guidelines.

I keep brief session notes in compliance with the **Data Protection Act 2018** and **General Data Protection Regulation (GDPR)** (www.ico.org.uk). Our full Privacy Notice is available at: dundeecounselling.com/privacy-notice.

To ensure best practice, all Dundee Counselling therapists receive regular supervision. Supervisors are also bound by strict confidentiality and data protection standards.

Exceptions to Confidentiality - Confidentiality may be legally or ethically breached in cases where:

1. You pose a serious risk of harm to yourself or others.
2. A child or vulnerable adult is at risk of harm or abuse.
3. A court order requires disclosure.
4. You disclose plans for an act of terrorism or another illegal activity.

Where possible, I will discuss any decision to break confidentiality with you first. However, in urgent situations, I may inform relevant authorities (e.g., GP, Social Services, or Police) without prior consultation if immediate action is necessary to ensure safety.

You may also request that I share information about you with a third party. In such cases, I require your **written consent** before doing so.

Confidentiality in Couples, Family & Group Counselling: When working with couples, families, or groups, some sessions may be joint while others may be individual. Confidential information shared in individual sessions will **not** be disclosed to other members of the group without the individual's prior **written consent**.

Sessions last approximately **50 minutes** and typically occur **weekly or fortnightly** at an agreed time. Sessions start promptly, and late arrivals cannot extend beyond the scheduled end time. If you do not arrive or call within **15 minutes** of your appointment, it will be considered a cancellation, and the session will not proceed.

Contact Between Sessions: You can contact me between sessions at **(01382) 224884**. If I am unavailable, please leave a message—I will respond within normal operating hours as time permits.

Dundee Counselling is not a crisis or emergency service. If you require immediate support, please contact:

- Your GP
- NHS 24 - 08454 242424
- Samaritans - 08457 909090

Session Fees: All sessions last 50 minutes. Fees are based on the type of session and whether pre-payment is made:

- **Relationship Counselling:** £60 (£55 if pre-paid) - For couples, family, or other relational sessions (2+ people).
- **Individual Counselling (18+):** £45 (£40 if pre-paid).

- **Concession Rate:** £40 (£35 if pre-paid) - Available to students, the unemployed, and OAPs.
- **Young Person's Counselling (Under 18):** £35 (£30 if pre-paid). Online sessions not available for young persons.
- **Multi-Session Discount:** 4 individual sessions for £150 (instead of £180 if paid separately).

Other Fees: Additional fees may apply for special services such as writing letters or providing documentation. Please ask about specific requests.

Payment and Pre-Payment Methods

- Payments accepted: BACS, cash, or online via the counsellor profile page.
- Pre-payment saves £5 per session.
- Online counselling sessions require full pre-payment.

Rescheduling

- Rescheduling at least 12 hours before the appointment is free.
- If less than 12 hours' notice is given, a Short Notice Rescheduling Fee applies (see below).

Missed Appointment Fees: If you do not attend within 15 minutes of your scheduled time, you will be charged a Missed Appointment Fee equal to 50% of the full session fee. Any prepaid amounts will be applied toward this fee, and the remaining balance must be settled before further sessions can be scheduled.

Cancellations & Fees

- **More than 12 hours' notice:** Refunds of prepaid amounts are given minus a 5% cancellation fee due to card processing and administrative costs.
- **Short Notice Cancellations / Rescheduling (within 12 hours):** The lesser of 50% of the session fee or £20 will be charged. Any prepaid amounts will be applied toward this fee, and any remaining balance must be settled before booking further sessions.
- **Emergency Cancellations:** If an emergency prevents you from attending, please prioritize your safety and notify us when possible. In most emergency cases, we aim to waive cancellation fees.

Complaints: If you wish to make a complaint about the service, you can contact the **BACP** at: www.bacp.co.uk.

I, Print Name 1 Client 2, hereby agree to receive counselling provided by Dundee Counselling and give consent for them to process my client data according to their Privacy Notice found at: dundeecounselling.com/privacy-notice/.

Date of Birth/...../..... Date of Birth/...../.....

Signed..... Signed.....

Date..... Date.....

How did you hear about us (tick box)? ☐ Internet Search, ☐ BACP website, ☐ a friend, ☐ an advert, ☐

Telephone..... Mobile.....

Mobile phone Would you like text reminders about your appts? ☐ yes ☐ no

Email..... Email.....

GP Surgery Name..... Surgery Telephone.....

Goals for therapy.....

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Therapist Signature.....