

CLIENT CONTRACT

1. Confidentiality:

I, Amaris Raiana, will treat the content of the sessions in the strictest confidence.

The exceptions to this rule are as follows:

- a. Re Therapy/Counselling Clients: In adherence to good practice, I will discuss my clients with a fully qualified supervisor, who is also a full member of, and abides by the ethical guidelines of their professional body, for example the College of Sexual & Relationship Therapists (COSRT) or the British Association for Counselling and Psychotherapy (BACP).
- b. If I have reason to believe that you may pose a risk to yourself or others, I will notify the appropriate authorities. I will make every effort to obtain your consent before doing so, but may act without it.
- c. If compelled by a court or by law to disclose information or any notes I may keep. This could be the case, for example with money-laundering or drug-trafficking or acts of terrorism. The work to which this contract relates is subject to English/UK law and in English courts. Otherwise, I do not give permission for my notes to be used in court cases. My notes are written for my own use as aides-memoire.
- d. Clients referred by other agencies such as general practitioners: letters may be written at the start and end of the work to inform the referrer of progress, and at other times if changes occur or medical intervention is required. I may contact such other agencies if I am concerned about your wellbeing as outlined on the accompanying "Intake form" which I also ask you to complete, sign, date and return.
- e. If needed to facilitate the management of the delivery of services, the collection of fees or the management of any complaint.
- f. In the event of my death or mental or physical incapacity my Professional Executor will contact you to inform you of this. This person is another therapist working to the same code of ethics.
- g. You may wish me to refer you to a specialist or to contact your GP on your behalf and therefore I may give information to that person as a background to the referral.
- h. Where I am working with a couple, anything which is disclosed by one of the couple separately (e.g. by telephone, or in an individual session) can be brought into the couple sessions.

2. Location

Online sessions take place in a private room where I reside, or within my office reserved for in-person work in Dorset.

3. Length and Duration of Sessions

Each session will last for either 50, 75 or 90 minutes and will be pre-agreed. Clients should attend weekly. A minimum of 12 sessions is advisable.

4. Payment and Session Booking

- a. Payment should be made by BACS transfer prior to each session. IBAN & Crypto available by request.
- b. Name of account:
Amaris Raiana
Account No: 13111364
Sort Code: 11-03-18
Please use your name and date of session, where possible, as the payment reference
- c. Please note that my fee is reviewed annually and will increase each April. You will be notified in advance of any changes to the session fee.
- d. If you are working with me on other platforms, e.g. Talk2US, Regain etc your existing rate will be honoured for a maximum of 12 weeks, provided you declare your previous rate at the time of booking. After this 12-week period, my standard private rate will apply.
- e. I aim to book you into the same slot each week. Depending on my client load, this may be negotiable. 72 hours' notice should be given for cancellations, otherwise, the full session fee is payable, and must be cleared ahead of the next session. If clients attend sessions late by 15 minutes or more, the session will not take place. The full fee will remain payable.
- f. If you need to cancel or reschedule a session at short notice, I will do my best to offer you an alternative appointment within the same week, fortnight, or month already covered by your invoice, subject to my availability. If you are able to accept this alternative slot, there will be no additional charge for the cancellation or rescheduling. However, if no suitable alternative is available or if you are unable to attend the offered time, the full session fee will still apply as outlined above.

5. The Therapeutic Relationship

- a. I will use knowledge and experience to help you to resolve or come to terms with your difficulties and you will undertake to work alongside me in this joint endeavor.

- b. I will not accept friend or follow requests on my private, locked social media accounts.

6. Safety

- a. You will not attend any session while under the influence of alcohol or non-prescribed drugs. Any behaviour I consider to be threatening to myself, or another client will bring the session to an immediate end.

7. Data Protection

- a. Handwritten records of your contact details are kept on a sheet to be completed at the start of our work together. Background notes of sessions and content, and copies of any questionnaires may be kept on file as a memory aid and to monitor progress. These records are subject to the provisions of the Act and are kept secure, private and confidential, except as indicated in paragraph 1 above. I store notes in a secure, locked filing cabinet. My computer and my phone are password protected. I do not keep notes on them but they will have your contact details.
- b. I keep invoice/receipts of all sessions on my computer and will send copies of yours to you as requested.
- c. To work effectively and safely, neither you nor I will attempt to record a session or part of a session without prior permission.
- d. My preferred contact is via email, which is checked and responded to within the business hours listed on my page, which are subject to change.
- e. Sometimes, permission is asked by clients, their solicitors, the police and the courts to access to client records. As these records are not suitable for use in legal proceedings, I reserve the right to resist legal requests to produce these in court. Any request to provide a written report made will be considered on a case-by-case basis on receipt of written consent by you to the request. Any report so provided will not refer to specialist diagnosis or other matters outside the therapist's training and will be restricted to brief details of attendance dates and numbers of sessions attended.
- f. You may wish to exercise your rights under the GDPR legislation and make a subject access request in respect of your personal information held by me. If the service is provided to more than one person, such release will only be undertaken if permission is given by all the individuals involved in the sessions. To exercise such a request, it should be put in writing to me, and evidence provided of your identity and proof that your address is the address to which the information is requested to be sent. Within 40 calendar days of receipt by the therapist of the request, and other required proofs, I will respond, usually in the form of a schedule listing and describing the personal

data held by myself. By signing this agreement, you acknowledge that you understand and agree to this subject access policy for notes.

- g. Please do not use email communication if you are concerned about breaches of privacy that might inadvertently occur. My email correspondence is kept on encrypted, password-protected devices

8. Contact Outside of Sessions

- a. Contact between sessions should be limited to administrative matters, such as scheduling or rescheduling appointments. Therapeutic issues will be addressed during session time only.
- b. In the event of an emergency or crisis, please contact the appropriate emergency services or support organisations, as I am unable to provide emergency cover outside scheduled sessions.

9. Endings

- a. You agree to attend a final session to establish a constructive conclusion. This session remains payable, regardless of your attendance.
- b. I reserve the right to determine if continuing our work together is not clinically viable. In such cases, I will provide you with the reason for this decision and, where appropriate, offer a safe ending to our therapeutic relationship.

10. Additional Online Considerations

I will host Meetn (my chosen platform) sessions, providing a new link, password, and waiting room for each session to ensure security. Sessions will not be recorded. All terms outlined in this agreement apply equally to online or telephone sessions. If, for any reason, the Meetn connection cannot be maintained, we will use the telephone as a backup. The same commitment to ethical codes and UK law applies.

11. General

The delivery and management of services under this contract are deemed to occur within the United Kingdom, whether services are provided in person or via electronic or telephonic means (such as FaceTime or ZOOM). This contract is to be interpreted and governed by the laws of England and the UK.

By signing below, you acknowledge and agree to all terms outlined in this agreement and consent to the uses described herein.

Client/s signature/s.....

Name/s in capitals.....

Date.....

Practitioner

A handwritten signature in cursive script, appearing to read 'AR' or 'AR' followed by a flourish.

Signature

Name in capitals: AMARIS RAIANA