

## Polly Royle BA (Hons) MBACP Counsellor & Psychotherapist

This document is intended to form an agreement for counselling between counsellor and client outlined below. Failure to adhere to the contract may result in either party ending the agreement. This contract can be reviewed at any time throughout the working relationship by any party.

**COUNSELLING CONTRACT BETWEEN you, (the client) and Polly Royle MBACP (Counsellor)**

### **COUNSELLING VENUE:**

The Stephenson Centre, Ipswich or  
The Garden Room, Woodbridge.

(Directions for Ipswich and Woodbridge will be given when your appointment is confirmed by Polly).

### **SESSIONS**

You agree to meet weekly at the same time and day each week for 50 minutes and to pay a fee of £55 in full by BACS no less than 48 hours prior to the appointment. The whole session time belongs to you, whether you choose to attend or not, and your Counsellor will be present for the entire time of the session. If you arrive part way through your allotted time, your Counsellor will see you for the remainder of the time. If your circumstances change and the session time is no longer suitable, Polly will do her best to accommodate this and offer you an alternative time. Counselling is for individuals only; no other person will be permitted in the counselling "room" at any time or for any reason.

### **CANCELLATIONS AND ABSENCES**

Should you need to cancel or postpone your weekly session please contact me no later than 48 hours' notice of your appointment. If I am unable to answer your call, please email me, leave a message on my answerphone or SMS me a text. Please could you also add your contact details to your email, thank you. If you wish to rearrange your appointment, please contact me by email or SMS and I will try to find another available time within the same week, however if no session can be found you will be asked to pay for your missed session in full.

Please be aware that all agreed sessions including our first session together must be paid for including all missed sessions where no notice or less than 48 hours' notice is given. This includes illness (yourself, family, or friends), holidays and work-related trips or meetings. Your counsellor has this time reserved for you. Any pre-arranged absences require as much notice as possible or a minimum of one week and the counsellor will do likewise.

Polly will always aim to give the client as much notice as possible in the case of her being ill or due to unforeseen circumstances or, at least two weeks' notice for holidays, training workshops, conferences that might prevent her from being available at the scheduled session. In such cases she will always aim to offer an alternative arrangement. During the Christmas holiday there will be no counselling from 21<sup>st</sup> December to the 1<sup>st</sup> of January (inclusive).

### **LATE ARRIVAL (for both face to face and online sessions)**

I will wait for 15 minutes after the start time of the appointment, if you have not attended nor contacted me after 15 minutes, I will assume you have decided not to use the appointment – you

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will be invoiced by me for the full session fee. It is for the client to contact Polly if they wish to rearrange another appointment.

You can contact me on 07716 917342 or [pollyroylecounselling@gmail.com](mailto:pollyroylecounselling@gmail.com)

(The answerphone is a confidential line). Please leave your name and the time and date of your session you wish to cancel or postpone. **Please confirm whether you wish to continue your counselling session the following week.** I will then confirm to you I have received your message via telephone or email and confirm (if applicable) your next appointment.

### ENDING SESSIONS AND REFERRAL

The client may choose to end the counselling sessions when they wish to, alternatively they may find that the work will come to a natural end. In either case it is important for both the client and counsellor to have a closing session together as part of the therapeutic process.

It may be possible that my work with you may highlight the need for me to refer you, the client, to another service. I will discuss this with you if applicable.

This contract will end at a date specified by either the client, or a date agreed by both the client and the counsellor OR a date given by the counsellor. We can review options for further support for you if needed.

### COUNSELLOR RESPONSIBILITIES

- To be available at the agreed time and to start and end on time.
- To offer a quiet, appropriate, undisturbed space
- To maintain safe, professional boundaries
- To regard all contact and information as confidential unless I (counsellor) have reasonable doubt concerning actual safety of you (the client) or others. (See "confidentiality" below)
- To encourage client autonomy
- To work within the BACP Ethical Framework (available upon request) including regular supervision (refer to relevant body)
- To review therapeutic work and relationship regularly and in the unlikely event of the therapist cancelling, an alternative appointment offered to you, the client, as soon as possible.
- To waive the session fee under exceptional circumstances.

### CLIENT RESPONSIBILITIES

- For you, the client, to ensure that you attend punctually on a weekly basis and to give a minimum of 24 hours' notice when cancelling/changing an appointment.
- To pay for all agreed sessions £55 (one to one counselling either face to face or via zoom) per 55-minute session in full no less than 24 hours prior to the agreed time and day.
- To pay in full, £55 for all missed sessions, including illness, holidays, work related situations, personal matters such as friends and family.

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### CONFIDENTIALITY

In line with the BACP (British Association for Counselling and Psychotherapy) Ethical Framework, due to boundaries and limits of confidentiality, confidentiality may be broken by Polly, your counsellor if:

- You, the client, are in the opinion of the counsellor, or seem to be in danger or at serious risk of being harming yourself or others
- You, the client, infer knowledge of or involvement in behaviours that may, in the counsellor's opinion, lead to harm or neglect to children and vulnerable adults.
- The counsellor is required by law to do so by subpoena
- You, the client, infer involvement in or knowledge of an act of terrorism or of money laundering
- You, the client, infer knowledge of or involvement in drugs trafficking

### SUPERVISION

All counsellors who are members of the BACP are required to monitor their work through supervision. Supervision is a formal arrangement for counsellors to discuss their work anonymously and regularly with someone who is experienced in counselling and supervision. Through supervision the supervisor can ensure the needs of the client are being met and that ethical standards are being adhered to throughout the counselling process.

### HELP BETWEEN SESSIONS

Should you need support between sessions, please contact your GP or one of the following organisations for help:

1. [www.samaritans.org.uk](http://www.samaritans.org.uk) Telephone: 116 123 (24 hours a day FREE)  
or email [jo@samaritans.org.uk](mailto:jo@samaritans.org.uk)
2. [www.giveusashout.org](http://www.giveusashout.org) Text "Shout" to 85258 (24/7 FREE)
3. [www.mind.org.uk](http://www.mind.org.uk) Telephone: 0300 123 3393

You may also want to contact your Counsellor to bring your appointment forward.

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