

Therapy Agreement

Last updated: 21st April 2026

Welcome, and thank you for choosing to begin therapy with me. This document outlines how I work and what you can expect from our sessions. It's here to help keep things clear between us – respectful, supportive, and easy to refer back to if needed.

Please feel free to ask about anything that doesn't feel clear or that you'd like to talk through.

About My Practice

I am a counselling therapist based in the UK, and a registered member of the BACP (British Association for Counselling & Psychotherapy). I have completed all training legally required to practise as a counsellor in the UK, in addition to further training in Online & Telephone Counselling, and I work in line with the BACP Ethical Framework.

As such, our work together takes place under UK jurisdiction, and any legal claims or proceedings would fall under UK law. My indemnity insurance covers practicing remotely with clients located in other geographical regions - however, if you're accessing therapy from outside the UK, it's a good idea to check that local legislation allows for this kind of cross-border support.

I work primarily with adults, using an integrative approach grounded in person-centred ways of working. This means placing you at the heart of the process and

shaping our work together in a way that fits with your pace, needs, and preferences. While person-centred values underpin everything I do, I also draw from other approaches I've trained in where it feels appropriate and helpful. **Therapy is always a collaborative process, and we'll decide together what feels most useful.**

Sessions are offered by secure Zoom video, phone (I'll call you), or Zoom live chat (text-based).

Please note that **I do not offer a crisis or emergency service.** If you ever need urgent support, please contact your GP, or contact/attend your local Accident & Emergency department.

Sessions, Cancellations & Time Off

- **Standard sessions are 60 minutes.** Most clients meet with me weekly, but we can adjust the frequency to suit your needs.
- I completely understand that things can come up and that you may need to cancel or reschedule — I just ask that where possible you **please try to give at least 24 hours' notice if you need to cancel.**
- If I haven't heard from you or seen you online within 20 minutes of the scheduled start time, I'll consider it a missed session.
- **Late cancellations or missed sessions are usually charged at the full fee.**

- I'll always aim to give you as much notice as possible if I need to reschedule.

If you're running late, you're still welcome to join the session at any point during the scheduled time — but please note that in most cases I'm unable to extend the session beyond the original end time.

I take up to four weeks of holiday each year, usually no more than two weeks at a time. I'll let you know about planned time off as early as I can so we can prepare together.

Sometimes things outside of either of our control can interrupt sessions (such as illness or internet issues). If that happens, I'll always aim to get in touch and rearrange as soon as possible.

Between-Session Contact

You're welcome to email me to arrange, cancel or reschedule sessions. I aim to respond to these admin emails within 1-2 working days.

I don't offer therapeutic support outside of our agreed sessions, as I find the work is most helpful when we keep that space contained and focused. If something feels important between sessions, we can always bring it into our next session.

Fees & Payment

The standard fee (as of April 2026) is £50 per session, or £350 for a block of 10 sessions (saving £150 over 10 sessions). A concessionary rate of £35 per session is available for people on low income, people with a disability, students and trainee counsellors.

I ask that payment is made within 48 hours of your session ending - payment can be made via Stripe (I will email an invoice) or bank transfer.

Receipts are available on request.

Confidentiality

I fully acknowledge and appreciate the trust you're placing in me as your counsellor. **Everything we talk about in our sessions — and anything you share in messages — is kept strictly confidential.**

There are a few exceptional circumstances where I may need to break confidentiality. These are rare, but they include situations where:

- I'm seriously concerned about your safety or the safety of someone else
- I'm legally required to disclose information (e.g., safeguarding concerns or a court order)

- You give me permission to share specific information (e.g., with a GP or another professional)
- I'm also legally obliged to report any information relating to terrorism, money laundering, or drug trafficking.

In any case where I feel I may need to share something, I will aim to discuss it with you first — unless doing so would increase risk.

As part of my commitment to the BACP Ethical Framework, I attend regular one-to-one supervision with a qualified counselling supervisor. These sessions are a space for me to reflect on my work and ensure I'm offering the best possible support. I never share names or contact details with my supervisor, and I take care to avoid using any information that could identify you.

Emergency Contact Details

To support your safety, I ask all clients to provide an emergency contact at the start of therapy. This is only used in situations where I believe you may be unwell, at risk, or unable to continue the session safely — for example, if you became physically unwell or distressed and were unable to respond.

If I ever do need to get in touch with your emergency contact, **I will only share the minimum information necessary to support your wellbeing in that moment.**

Protecting Your Data

I take your privacy seriously and take care to protect your personal data. I'm registered with the Information Commissioner's Office (ICO) as a data controller under UK GDPR law.

I keep brief, secure notes during and after each session. These are stored confidentially and in line with GDPR and professional guidelines. For adult clients, these are typically retained for seven years after therapy ends (or until age 25 for child clients). After this, they are securely deleted or destroyed.

You can read more about how I handle and protect your personal data, and your rights under GDPR law, in my full Privacy Policy at www.assurecounselling.co.uk/privacy-policy. If you'd prefer a copy sent to you directly, just let me know.

While every effort is made to maintain the confidentiality and security of our communications, **I cannot guarantee protection against breaches or disruptions that occur via third-party platforms, services, or providers** (such as data loss, hacking, or technical failures outside of my control).

Creating a Safe & Private Space for Sessions

I conduct all of my therapy sessions from a dedicated office space; I am always alone in the room and cannot be overheard. The closed door also has a 'Do Not Disturb' sign in place to warn others not to enter.

I recommend taking steps to ensure that you have privacy in your own environment when we conduct sessions; and, where possible, that you feel confident you won't be overheard or interrupted.

For safety reasons, **sessions should never be attended while you are driving or operating machinery.** It's important that you're in a private, settled space where you can be fully present and not at risk of harm or distraction.

Please also avoid attending sessions under the influence of alcohol or non-prescribed drugs, as this can affect your safety, awareness, and the quality of our work together.

It is also worth bearing in mind that, as technology has the potential to go wrong at the most inconvenient times (whether its software crashing or internet services going down), it can also be helpful for me to have a backup phone number in case we lose connection during a session

Social Networking

As part of maintaining a clear and professional therapeutic relationship, **I do not accept friend or contact requests from clients on social networking platforms.** This boundary helps protect your confidentiality and the integrity of our work together. I appreciate your understanding.

Complaints

If you feel you are not getting the service you need, please do raise this with me as soon as possible so that we can discuss your concerns and decide on the way forward.

I am a member of the BACP, who also operate a complaints procedure and can be contacted via their website www.bacp.co.uk.

You're always welcome to raise concerns — I want you to feel this space is working for you.

What we each agree to bring to the work

Me as your Counsellor/Therapist:

- To be available at the agreed time, and to start and end on time
- To offer a quiet, appropriate and undisturbed space
- To maintain safe, professional boundaries
- To regard all contact and information as confidential unless I have reasonable doubt concerning the safety of yourself or a third party
- To encourage your autonomy

- To work within the BACP Ethical Framework (available upon request), including my commitment to Continual Professional Development (CPD) and regular supervision
- To review our therapeutic work and relationship regularly

You:

- To try, where possible, to attend punctually
- To understand the limits to confidentiality, including situations where I may need to share information to support safety
- To let me know, if possible, when you're thinking about ending therapy so we can talk about it and bring things to a thoughtful close
- To not record sessions, including video or audio, as part of protecting the privacy and integrity of our work.

By continuing with therapy, you're agreeing to these terms and confirming that you understand the nature and limits of the service.

You are of course welcome to come back to this agreement anytime; and please do ask me about anything that doesn't feel clear or that you would like to discuss further.

I'm looking forward to working with you!

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