



AMN Counselling & Psychotherapy
The Workshop at Rowan Cottage
Dallas, IV36 2SA, Mobile: 07749471644
Email: hello@yourbrainyourjourney.co.uk

I am delighted to welcome you to AMN Counselling & Psychotherapy. Here you will find important information about what you can expect from the service I offer. I am a qualified and registered Practitioner Member of COSCA (Counselling & Psychotherapy in Scotland) which is accredited by the Professional Standards Authority (PSA). All sessions are carried out in accordance with the COSCA Professional Ethical Code of Conduct. Please see COSCA for more details.

Client Agreement: Therapy involves active engagement beyond simply talking about problems and feelings. It can sometimes be demanding and emotional, even challenging, which may make attending sessions feel difficult. This is part of the process, and I will do everything within my power to ensure the process feels safe for you. If at any time you want to talk about how things are going, don't hesitate to mention it. I also like to do regular check ins to ensure you're getting what you need from therapy.

Appointments: Sessions last up to 60 minutes and are usually held weekly/fortnightly. You should try to arrive at the appointment time, making your way to my office at the rear of my property. If you are running late, please let me know as soon as possible. If you haven't arrived within 15 minutes of your scheduled time, without prior notification, it will be classed as a missed appointment – see Cancellation Policy below. I ask that all mobile phones are set to Airplane Mode for the duration of your appointment, and at no time whether in person or online should sessions be recorded unless permission has been sought and given. Please be aware that toilet facilities are *only* available during your scheduled session time. As the premises are also a private home, I'm unable to accommodate use of the toilet before or after your appointment. Thank you for your understanding and respect of this boundary.

All video appointments are conducted via Microsoft Teams, which complies with GDPR and data protection standards. For this reason, I do not use alternative platforms. The invite will arrive via email from teams@yourbrainyourjourney.co.uk

Fees and Payments: My session fee ranges from £50 to £75 and payment is required as soon as possible after booking, or at the very latest, 24 hours before your scheduled appointment. Your appointment isn't confirmed until payment hasn't been received.

For online sessions, your Microsoft Teams link will be sent as confirmation once payment has been received. Please ensure you accept the invitation when it comes through. This avoids any confusion or waiting around in case of non-attendance.

Cancellation Policy: I operate a **strict** cancellation policy. I respectfully ask that you give as much notice as possible (ideally 48 hours) if you're unable to attend for any reason.

Cancellations made with less than 24 hours' notice will be charged at the full session fee and invoiced accordingly. If payment is not received in time, the session may be cancelled unless you've already confirmed you're paying in cash. What counts as 24 hours' notice? If your appointment is at 10am on Wednesday, payment, or notice should be received no later than 10am on Tuesday.

Inclement weather and unexpected illness: During times of adverse weather or ill health, for example if you have a cold or have any symptoms associated with Covid 19, a video call can be requested. Video calls are conducted via Microsoft Teams. If you have any questions or concerns with video calls, please don't hesitate to contact me.

Confidentiality, supervision, and note-keeping:

Therapy often involves the disclosure of sensitive and personal information, so confidentiality is paramount. To protect your right to privacy the things you disclose to me will remain confidential.

All practitioners are bound by their professional codes of conduct as defined by their accrediting organisation, mine is COSCA, which includes responsibility to manage your information confidentially and in line with GDPR. I have a separate Privacy Policy for further information, and this can be viewed on my website.

There are situations in which I can break confidentiality however, but I will always endeavour to speak to you first:

- 1) Where the client gives consent and allows me to share information. I have a separate form for this.
- 2) Where I am compelled by a court of law.
- 3) Where the information is of such gravity that confidentiality cannot be maintained. This includes instances where I consider you or someone else to be in imminent danger from harm by you, in the event of divulging the intention of committing a crime, or act of terrorism.

Confidentiality in supervision: therapists are required by the profession to attend regular supervision where they discuss aspects of their clinical work. I do not reveal individual identities during these sessions and supervision itself is confidential between myself and my supervisor.

Note-taking: I may find it useful to take some notes during our sessions. These tend to be brief and help me to keep track of topics and themes covered in therapy. All notes are anonymised and kept in a secure cabinet in accordance with the Data Protection Act and GDPR. My full privacy policy can be downloaded here - <https://yourbrainyourjourney.co.uk/gdpr-policy/>

Dual Relationships: To uphold professionalism, safety, and the integrity of our work together, I do not engage in dual relationships with clients. This means I will not enter into any other form of relationship with you – personal, social, professional, or financial – while our therapeutic work is ongoing. No other kind of relationship will be considered or permitted until a minimum of 12 months has passed since our work has formally ended. This boundary ensures ethical practice, protects your autonomy, and maintains the clarity and focus of the therapeutic space.

Termination of Therapy Beyond 6 months: If you decide to end therapy, I ask that you give a minimum of two weeks' notice where possible. This allows us time to review the work we've done together, ensure you have appropriate support in place moving forward, and end our sessions with care and intention.

Acknowledgement and informed consent:

By attending your sessions, you are acknowledging that:

You understand and agree to abide by the policies detailed in the contract; please pay particular attention to cancellations above. We have discussed and clarified any questions you may have about the contract.