Theresa Babbs-Durrant
MENTAL HEALTH COACH & THERAPIST

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Registered Member 417191
MBACP

**Counselling Agreement**

This agreement is made between you (the client) and me (the counsellor). If you need any points clarified, then please ask, either during our introductory call, or during our first session together.

**Confidentiality**
Confidentiality is paramount to the counselling relationship. Anything that you discuss during your sessions will not be discussed outside the counselling relationship, other than standard counselling exceptions. These exceptions are:

- When I discuss my caseload with my supervisor. Supervision sessions are a requirement of my professional membership body, the British Association for Counselling and Psychotherapy (BACP), and are held to ensure that I am carrying out best practice. Your anonymity will remain during these sessions.
- If you disclose that you are to planning to carry out an act of terrorism or money laundering, or another serious criminal act such as details surrounding people trafficking or drug smuggling.
- If it is ordered by a court of law.
- If I believe that your safety or the safety of another person is in danger.

Any information that I may hold about you, such as personal contact details, intake assessment, and client notes, will be stored securely. I generally store information electronically, which is encrypted and password-protected.

**Data Privacy**
For more information on how your data may be used and stored, you can review my Privacy Policy here: https://www.theresababbsdurrant.com/privacy

**Professional Boundaries**
The counselling relationship is recognised as potentially being distinctive from other relationships due to the content that is shared during sessions; however, it must be stressed that it is a professional relationship, and our working relationship will not be exploited for personal gain.

I am committed to regular professional supervision to ensure that I am working safely and ethically. Should you have any concerns about my services, I urge you to speak with me directly. I am conscious that therapy is not one-size-fits-all, and therefore, if we need to adjust our approach to therapy to help you feel more comfortable during sessions, whether that is physically or emotionally, then I am more than happy to accommodate you. However, if you have serious cause for concern, you can always seek further assistance from my professional body.

As an integrative counsellor, there may be times when non-sexual touch may be offered as part of the therapy, such as hugging or gentle touch for grounding. However, it will never be administered without first discussing it with you, and where you have given consent, and only where it is deemed necessary and appropriate to the therapeutic process.

I am committed to treating all clients with respect and am mindful of cultural differences. I do not discriminate against anyone on grounds of race, sex, age, disability, religion or sexual orientation.

Furthermore, I am happy to make appropriate or necessary adjustments, wherever possible, to help facilitate the work that we do for vulnerable adults, individuals with learning difficulties, individuals who are neurodivergent or have disabilities. I will discuss such adjustments on a case-by-case basis.

I will never attend a session when under the influence of drugs or alcohol, and I ask that you do the same; otherwise the session may not be able to go ahead.

**Location and Duration**
Sessions will either take place at an agreed location or online. To respect the privacy of other clients, please do not arrive any earlier than 5 minutes before your session is due to start.

If your session is online, please ensure that you are in a private place where you cannot be overheard. Please note that remote sessions cannot take place if you are driving or operating machinery. In the event you feel upset during a remote session, I ask that you remain online and do not leave the call.

Sessions will last for approximately 50 minutes unless there is a need for the session to end sooner due to reasons of safety, sickness, or professional practice.

**Walk-and-Talk Therapy**
Outdoor 'Walk-and-Talk' sessions can offer a unique and dynamic therapeutic space; however, they require a mutual understanding regarding safety, physical fitness, and confidentiality.

- **Physical Fitness & Personal Responsibility:** By opting for Walk-and-Talk therapy, you confirm that you are of reasonable physical fitness and are choosing to engage in this format at your own risk. You are responsible for ensuring you wear appropriate footwear and clothing for the weather conditions on the day. You remain responsible for your own physical safety and well-being throughout the duration of the walk.
- **Managing Confidentiality:** While standard confidentiality guidelines still apply to what we discuss, the outdoor environment introduces limitations to absolute privacy. We will be walking in public or semi-public spaces where we may encounter other people. Before our first outdoor session, we will discuss and agree upon a strategy to manage confidentiality if we run into someone you know, or if others get too close. This may include changing the direction of our walk, pausing our conversation, or using a predetermined signal.
- **Weather & Logistics:** In the event of extreme or unsafe weather conditions (such as torrential rain, high winds, or thunderstorms), we will pivot the session to either an online video call or a telephone session at our scheduled time.

**Fees and Cancellations**
There is a fee of £50 per session and this must be paid 48 hours in advance to secure your booking. Payments can be made using the bank details below:

Zen Perspective Ltd
Sort Code: 40-19-04
Account Number: 12077787

I am committed to keeping all appointments and the same commitment is expected from you, with mutual respect and consideration a priority. However, I understand that sometimes occasions occur meaning that you are unable to make a session. In these instances, I ask for 48 hours' notice otherwise a cancellation fee of £25 will still apply. If less than 24 hours' notice is given for a cancellation then the full fee, £50, will still be charged.

Since I work set days and times, it may not be possible to change your session to another day and time. If you arrive late, it may not be possible for your session to be extended, as this may impact other clients.

**Ending**
When you decide you no longer feel counselling is necessary for you, then it is advisable for us to discuss this and have an agreed ending session. This is with your best interests in mind to ensure that you leave counselling having worked towards this ending, feeling able to proceed with autonomy and independence.

**Contact Details**
Should you wish to contact me to arrange or reschedule appointments, please email cumbriatherapist@gmail.com or message me on 07405 303 082. Contact via social media other than my professional Facebook Page or LinkedIn will not be permitted.

**Acceptance of Terms**
This agreement, and the provision of all online and in-person private counselling services rendered by me, shall be governed by, and construed in accordance with, the **laws of England**. Regardless of your physical location, residency, or citizenship at the time of your remote session, you explicitly agree that the **courts of England and Wales** shall have exclusive jurisdiction to settle any contractual or non-contractual dispute, claim, or issue arising out of or in connection with these services. All therapeutic practices delivered adhere strictly to the Ethical Framework for the Counselling Professions set out by the **British Association for Counselling and Psychotherapy (BACP)**. Any formal complaints or professional accountability procedures are handled via the BACP regulatory structures within the United Kingdom.

By making your initial payment to secure your first booking, you are deemed to have read, understood, and accepted all the terms and conditions outlined in this agreement, including those regarding confidentiality, fees, and cancellations.