



THE LONDON PRACTICE

Psychotherapy and Coaching

Online sessions

My weekly sessions are usually 50-minutes long, and take place at the same time and on the same day of the week, which we agree at the start. In some occasions, we will agree a different frequency and session length. Usually we will agree a time-limited contract of initially 12 sessions, at the end of which we will review and either end or decide to continue in an open-ended format. We will discuss your individual circumstances, length, focus and frequency of our sessions together during our first meeting to determine whether this is a suitable approach for you. You can book the first consultation and then the following 6 sessions in blocks, via my website's booking link.

Cancellations

Your regular appointment time is being booked for you each week until we end. Therefore, **you will still have to pay for any sessions that you miss or cancel with less than 3 days notice by email.**

If you cancel within the 3 days' notice period, I will offer you an alternative time within the original time frame we agreed to work in, or if we are working in an open-ended agreement, within the next 4 weeks. However, if you cannot make the alternative dates I can offer, the session you missed will be lost, and you will not be reimbursed. The sessions will not be 'added on' after the end date, as our ending date will need to stay the same as agreed at the beginning.

Any change of plans with less than 3 days notice will be considered a short-notice cancellation, and will not be rescheduled.

Should I need to cancel a session due to an unexpected emergency, I will of course offer you some alternative appointments, or reimburse you, if we cannot find a way to reschedule before the end of our work.

Public holidays and planned absences

Any vacations, public holidays or other absences you have already planned when we book our first 12 sessions will be planned around and you will not be charged. If we are working in an open-ended agreement after that initial period, you may take 2 days of planned absence every half year as planned holidays. You will need to let me know with at least 3 days notice. Any absences beyond that will be charged. Please note: We may be working in different cities or countries, therefore public holidays will not automatically be session free days, but will be treated like all other days, unless otherwise agreed.

Setting up our meeting

We will meet in my personal [Zoom](#) meeting room, the details will be sent to you via email when we start. I will already be 'in the room', and once you arrive, you will be in a virtual waiting room until the time of your session, at which time I will add you to the room. I advise you to arrive a few minutes early to test your sound and camera, and set up your space. As we are meeting online, a lot of what I would normally make sure of for our space will need to be managed by both of us. Please make sure that:

- you are seated at eye level to the camera and showing at least your upper body
- you can be sure to be uninterrupted and not overheard during the full duration of the session (you may need to use a headset if you are not alone)
- have some tissues, pens and paper and glass of water within reach
- your computer is plugged into a power source
- you can be reached on the phone in case we get unexpectedly cut off
- you have all notifications on your computer and phone turned off
- you give yourself at least 5 minutes before the session and at least 15 minutes after the session in which you are not doing anything else
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Ending and notice period

Should you wish to end sooner than originally planned, you can of course do this and I will reimburse you for any outstanding sessions. However, it is important to give the ending process sufficient time to be dealt with and for us to conclude our work in this case. I ask for a **minimum of 2 further sessions after you express your wish to end** to make this possible. If we have been working together for more than 12 weeks, a longer ending period would be appropriate.



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Fees and payment

The fee for individual **50-minute sessions is £65**. The fee for **90-minute couple's session is £110**.

You will be able to book the sessions online via my website in blocks of 6 sessions, and pay via PayPal, or pay monthly for the next 4 sessions if we work in an open-ended contract. In this case I will send you an invoice in advance of the next month, to be paid via bank transfer.

Confidentiality

The sessions are completely confidential. An exception applies only under these three circumstances:

- a) From time to time I will discuss our work with a clinical supervisor. This is a standard practice and helps me to work as well as I can with you. My supervisor is bound to the same code of ethics and confidentiality as I am.
- b) If I believe you are at urgent risk of harming yourself or others, I reserve the right to break confidentiality in order to prevent harm. In this case I may contact your GP and/or the police and/or your emergency contact person. I would only do this in extreme circumstances and I will always try to discuss this with you first, before taking any action.
- c) If required by a court of law to give evidence (e.g. in criminal proceedings).

Record keeping

I will keep short written notes on our sessions. These are not identified by name and stored securely and separately from any other records with your personal data. As we are not meeting in person, I will ask you to fill out and send me a document with some personal data via Email. My Email account and calendar are protected with two-factor identification.

Data Protection

When you email me and as we set up our first and future sessions, I will ask for, process and store certain information about you, including your name, date of birth, contact details, payments made for sessions, personal information – including health and medical issues – and your domestic arrangements. This is necessary to enable me to run my psychotherapeutic practice and to provide you with a safe and ethical service to you. This is done upon the lawful basis of "Legitimate Interests" for the purposes of health and social care.

All information that I collect and store about you is either anonymised, stored behind lock and key and/or two-factor password protected. For insurance and safe-guarding purposes, I may be required to store some of this information for up to 7 years following the date of our last session, at which point it will be securely deleted or shredded. You have the right to view this information, which will be provided within one month of request, and to ask for changes to be made.

Your name and contact details may be passed on to my appointed Therapeutic Executor in case of my sudden death or incapacity to contact you myself, for example in case of a severe accident, so that you can be informed.

You have the right to object to holding and processing information about you. Where I need to retain certain information for legal purposes (e.g. to comply with the insurer's terms and conditions) this might however mean that we cannot enter an agreement to work together.

I take your Data Protection seriously and I am registered with the ICO. My registration number is ZA746048. If you have any concerns or questions about the contents of this privacy policy, please discuss them with me first. If not satisfied, you can contact the ICO.