



AS LIGHT AS A FEATHER COUNSELLING SERVICE USER COUNSELLOR AGREEMENT

It is important that both the client and the counsellor understand the basis of their working relationship. This document sets out the framework within which both parties are expected to work

1. As Light As A Feather Counselling will carry out a review every six sessions.
2. Sessions will usually take place on a weekly basis and will be conducted online.
3. Clients may discontinue counselling at any time; however, providing as much notice as possible is appreciated.
4. Counsellors are committed to keeping appointments and will provide as much notice as possible in the event of unavoidable cancellation. In such cases, a telephone call will be made at the earliest opportunity. If the client is unavailable, a message will be left with the name, contact number, date, and time of the appointment.
5. Except in cases of emergency, clients are requested to give at least 24 to 48 hours' notice of cancellation.
6. Payments must be made 24 hours prior to each session via bank transfer. If payment is not received, a reminder text will be sent. Sessions cancelled with less than 24 hours' notice will not be refunded.
7. If a client cancels or does not attend two consecutive sessions without notification, it will be assumed that counselling is no longer required.
8. Disclosures made during counselling sessions are confidential between the client and counsellor, except where the law requires information to be passed to others (e.g., acts of terrorism, money laundering, safeguarding of children or vulnerable adults). This also includes circumstances where there is a risk of harm to the client or others. Otherwise, a counsellor may discuss elements of the work in supervision for ethical support, without sharing identifiable personal details.

9. As Light As A Feather Counselling works in accordance with the British Association for Counselling and Psychotherapy (BACP) Ethical Framework for Good Practice. A copy is available on request.
10. Brief session notes are taken in accordance with the British Association for Counselling and Psychotherapy (BACP) Ethical Framework and the UK GDPR. Notes are stored securely and retained for a period of 7 years after counselling ends, in line with professional guidance, after which they will be securely destroyed. Clients may request access to their data or corrections at any time.
11. Online sessions are conducted via Zoom Pro, which uses end-to-end encryption (E2EE) to protect the confidentiality of sessions. Sessions are not recorded. Email is used only for initial communication and the confirmation of documents. By entering into this agreement, you consent to the use of these third-party services for communication and the delivery of therapy.
12. While receiving counselling from As Light As A Feather Counselling, clients agree not to engage with any other counsellor or therapist during this time, in line with BACP guidance.
13. All policies and procedures are available on my website at aslightasafeathercounselling.co.uk. It is recommended that these are read prior to sessions commencing.
14. As Light As A Feather Counselling is a planned, non-emergency service, and unfortunately, I am not able to offer crisis support. If you ever feel at immediate risk, overwhelmed, or in need of urgent help between sessions, it's important to reach out for the right support straight away. You can contact your GP, call 999 in an emergency, or speak to a trained listener at Samaritans, available 24/7 on 116 123. You don't have to face those moments alone, and there are services in place to help you when you need it most.
15. As Light As A Feather Counselling does not provide letters of support or verbal/written feedback to any third-party regarding attendance, progress, or session content. The only exception is in the case of a specific court order.

Confirmation of Consent

By replying to the email sent with this attachment, you are confirming that you have read, understood, and agreed to the terms outlined in this Service User Counsellor Agreement. Your reply signifies your consent to proceed with the counselling services as described. If you have any questions or concerns about the agreement, please contact me before replying to confirm your consent.