



The Foster Practice – Client Therapist Contract

Welcome to The Foster Practice, aiming to provide safe, tailored and practical therapy or coaching. This contract document is a summary of terms and conditions, also containing information about the professional services and business policies. Therapist/Coach refers to Zoe Foster/The Foster Practice.

1. Sessions are conducted in accordance with the British Association of Counselling and Psychotherapy (BACP) and The National Counselling and Psychotherapy Society (NCPS) ethical guidelines. The guidelines are available on these organisations' websites for reference. For any concerns or questions, or to lodge a complaint, clients may contact these organisations for advice.
2. The therapist/coach is a member of the ICO (Information Commissioner's Office) and stores all confidential information in line with GDPR Guidelines using the GDPR compliant client management system 'bacpac'. Notes may be taken during and after sessions and kept in accordance with GDPR. They are disclosed to no one other than the clinical supervisor (See Point 10), unless required under a court of law subpoena, at which point the therapist/coach will discuss this with the client. The client has the right to inspect their records should they so wish, and this request will be fulfilled during a therapy session. The therapist/coach has in place a 'therapeutic will' – in the event of their incapacitation that GDPR data is managed or destroyed appropriately.
3. The cost for each session will be £60.00. Payment is to be made on or before the session. Cash, Card or BACS payment can be made. Please note for BACS payment, Sort Code 40 39 05, Account Number 01400169.
4. Session duration is 50 minutes, otherwise known as a 'Therapeutic Hour'. If for any reason the client is late for a session, the therapist/coach can see the client for the remaining duration of the session.
5. Therapy/Coaching can be provided face to face, via video or telephone. If you are planning on using 'remote' therapy it is important to ensure you have a confidential space for the session so you can talk freely.
6. Cancellations within 24 hours of the booked appointment are charged at full rate. This is also noted on the appointment reminder sent to the client by the 'bacpac' system.
7. Calls and messages will be responded to as time permits in normal operating hours. In emergencies, clients should consult their GP, call 111 or Accident and Emergency services as appropriate.
8. The cost of therapy includes any handout materials, but excludes additional time for report writing, impact statements or referral letters. These are available at a discretionary rate.
9. In the event that a private health care plan is being used to fund client treatment, therapy will not commence until written approval has been received from the private health care organisation or the client is able to provide the relevant authorisation code.
10. As part of the code(s) of practice the therapist/coach is required to carry out continuing professional development and engage with clinical supervision. This ensures an ethical and professional service to clients. Client cases may be discussed in supervision without any identifying details.
11. Confidentiality will be maintained within the codes of ethics and legal requirements. On rare occasions, confidentiality cannot be guaranteed. This is when there is a risk the client may harm themselves or others. In such exceptional circumstances, it may be necessary to seek help outside the therapeutic relationship. In such an event, this will be discussed with the client first. These are exceptional circumstances and in normal circumstances the client's right to confidentiality is a priority.
12. The therapeutic/coaching relationship remains professional, boundaries (such as contact outside of sessions) can be agreed as part during client sessions. Therapists are held to a strict code that means they cannot respond to requests for friendship or private social media connections.



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13. Please note any threats or acts of violence will invalidate this agreement and therapy will cease. Sessions will not take place if the client arrives under the influence of alcohol or non-prescribed medication.
14. Clients will be notified of any holidays or training to be taken by the therapist/coach. However, there may also be occasions when sessions are cancelled because of therapist/coach illness. The therapist will try to give the client as much notice as possible and will offer an alternative time.
15. This contract has a duration of 6 months from signing when a new contract will be drawn up to continue therapy work if appropriate.
16. It usually becomes clear to both client and therapist/coach when the work is nearing an end or is ready to 'pause'. Both parties agree together on work to prepare the client for ending in a planned way. Therapy and coaching can be challenging and occasionally it may feel overwhelming. Do try to bring this to therapy to explore rather than having a sudden end. It may be an opportunity to understand issues or to re-adjust the pace or content.
17. **BY ATTENDING THERAPY FACE TO FACE, ONLINE OR ON THE TELEPHONE WITH THE THE FOSTER PRACTICE, YOU ARE ACCEPTING THE TERMS OF THIS AGREEMENT.**

Client 'bacpac' Reference:

- All client data including this is held on the 'bacpac' system for confidentiality.
- Any paper copies will be destroyed once this document is uploaded to 'bacpac'
- All contact details, including the client's emergency contact is held on 'bacpac'