

# Therapy Agreement (Practical & Clinical Terms)



Nichola Jean Psychotherapy  
Counselling & Coaching & Hypnotherapy

Please read this agreement carefully before booking.  
By scheduling a session, you agree to these terms of business.

## Fees, Bookings, and Length of Sessions

### Session Duration:

All sessions last for one hour.

### Booking and Commitment:

All sessions must be pre-booked. I operate an after-session billing system to keep the process seamless for you.

### Invoicing and Payment:

I will issue an invoice via email after your session has concluded (or prior if you choose Option B, block booking). Payment is due immediately upon receipt of the invoice and must be fully cleared before your next scheduled appointment.

### Price Reviews:

All session fees are subject to review on a yearly basis. You will be given advance notice of any fee changes.

## Booking Options:

### Option 1 (Pay-As-You-Go):

The standard fee for an individual one-hour session is £60.00.

### Option 2 (Block Booking):

I offer a 7% discount when purchasing a block of 6 sessions. Total fee: £334.80 (equivalent to £55.80 per session). Paid in full before the start of 2nd session.

*Please note: All 6 sessions must be booked in advance and completed within 6 months of purchase. Sessions not taken within this timeframe expire and are non-refundable.*

### Option 3 Student rate, Blue Light Card Holders:

A discounted rate of £50 per individual one-hour session is available for full-time and part-time students and Blue Light Card holders. To qualify for this rate, you must provide valid proof before your first session. Concession slots are limited and subject to availability.

## Payment Methods:

### Cash or Card:

Processed in person during your session.

### BACS Bank Transfer:

Payable to Nichola Pidduck, Halifax Bank, Sort Code: 11-06-02, Account No: 15721462. *Please note: bank transfers will show your name on my business statements.*

## Cancellations, Rescheduling, and Absences

### Notice Required:

You must provide more than 24 hours' notice via email or text to cancel or reschedule.

### Discretionary Rescheduling:

Changes are at the therapist's sole clinical discretion based on circumstances (e.g., acute illness or emergencies).

### Rescheduling Limit:

Approved changes are limited to once per session. For block bookings, the new date must fall within the original 6-month validity window.

### Late Cancellations:

Less than 24 hours' notice, non-attendance, or changing an already rescheduled session results in a £30 charge. The session is forfeited and non-refundable.

### Extended Absence (Therapy Pause):

Pausing therapy for more than 8 consecutive weeks automatically terminates this agreement. Resuming requires a new initial assessment, and remaining block credits are forfeited.

### Exceptional Circumstances:

Late cancellations or extensions will be considered compassionately on a case-by-case basis.

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## Online and Telephone Session Attendance

### Remote Alternatives:

Face-to-face appointments can be converted to video, telephone, or live chat if required.

### Video/Chat Attendance:

The therapist will wait 10 minutes past the start time. Non-attendance within this window results in cancellation and full charge.

### Telephone Attendance:

The therapist will attempt a second call after the start time. No answer results in termination and full charge.

## Refunds and Therapist Absence

### Cancellations and Billing (Pay-As-you-Go):

If you cancel a single session with more than 24 hours notice, no invoice will be generated, and you will not be charged.

### Block Booking Refunds:

If you purchase a 6-session block and choose to cancel future sessions appropriately (with more than 24 hours' notice), any eligible refund for the remaining unused sessions will be processed back to the original payer using the original payment method within 7 days.

### Expired Sessions:

Pre-paid sessions expired under the 6-month block rule or 8-week absence rule are strictly non-refundable.

### Therapist Absence:

Due to unforeseen circumstances (e.g., sickness), the therapist may cancel or move your session. You will receive as much notice as possible to reschedule at a convenient time.

## Client Acknowledgement & Consent - to be signed prior to your first session

*If you are unable to print and sign the agreement, email to confirm your 'Booking Option' and email the phrase 'I accept the terms of the Therapy Agreement' which will act as your formal consent.*

## Booking Type (Please select one):

Option 1 - Pay-As-You-Go Single Sessions (£60 per 1 hour session)

Option 2 - Block Booking of 6 Sessions (£334.80 total), see above for info on booking

Option 3 - Student rate, Blue Light Card holders (£50 per 1 hour session) - *evidence required*

Client Full Name: \_\_\_\_\_

Client Signature: \_\_\_\_\_

Date: \_\_\_\_ / \_\_\_\_ / 20\_\_

Third-Party Payer Section (If someone else is paying for your sessions):

By signing below, the payer agrees to the payment, cancellation, and refund terms outlined above.

Payer Full Name: \_\_\_\_\_

Payer Signature: \_\_\_\_\_

Date: \_\_\_\_ / \_\_\_\_ / 20\_\_

## My Contact information:

Nichola Jean Pidduck

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