



Our Mind Therapy:Counselling Agreement

Counsellor Information

Name: Martin Bettencourt BACP Registered Counsellor DBS Checked

Location: Newcastle upon Tyne, United Kingdom

Contact: ourmindtherapy@gmail.com

Client Responsibilities

Clients are expected to:

- Attend sessions punctually
- Give at least 24 hours' notice for cancellations
- Engage respectfully and honestly in the process
- Pay fees on time as agreed

Confidentiality

All sessions are confidential. However, confidentiality may be broken in the following circumstances:

- If there is a serious risk of harm to the client or others
- If there is a legal requirement to disclose
- If there are safeguarding concerns involving children or vulnerable adults

Session Information

- Sessions last 50 minutes (35–40 minutes for younger children if needed)
- Sessions may be face-to-face, online, or by phone
- Sessions are usually weekly unless agreed otherwise

Fees and Payment

- Adult sessions: £60 • Child/adolescent sessions: £50 • Family/Couple sessions: £100
- Packages: Agreed on request
- Payment is due before the session by bank transfer or as arranged

Cancellations

- 24 hours' notice is required for cancellations
- Late cancellations or no-shows may be charged in full

Data Protection (GDPR)

- Client data is stored securely and handled in line with GDPR
- You have the right to access, rectify or delete your data upon request



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Emergency Contact

Our Mind Therapy is not a crisis service.

In an emergency, please contact emergency services on 999 or the Samaritans at 116 123.

Consent and Agreement

By signing below, you agree to the terms outlined in this counselling agreement.

Client Name: _____

Signature: _____

Date: _____