



HEALING ROOTS COUNSELLING & PSYCHOTHERAPY

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Terms and Conditions

About

“The business”, “me”, and “I” refer to the therapist, who offers the service to the client through their business entity, Healing Roots Counselling & Psychotherapy. “The client” or “you” refers to the client seeking the service. These terms and conditions, along with all other terms found on the website and in the counselling agreement email sent to you prior to the booking of our first session, constitute a binding contract. The business reserves the right to amend and enforce these terms at any time. Should any part of these terms be deemed unenforceable, the remaining terms will still be binding.

Standing Appointments

Unless otherwise agreed, your appointment time is reserved as a recurring slot on the same day and time, referred to as a “standing appointment”. To confirm your first session and reserve any standing appointment, you are required to provide your card details in the Client Intake Form. You are expected to read the Card on File Agreement carefully, as by signing the Intake Form, you agree to all terms and conditions that apply to our sessions. Alternative payment methods are not available for your first session, and refusal to sign the agreement or provide valid card details will result in your being unable to access these services.

Session Length

Sessions will last the following amount of time, unless otherwise agreed:

- Sessions with one to two people: 60 minutes.
- Sessions with three to four people: 90 minutes.

You are expected to arrive on time for your sessions. Should you be late, your sessions will not be extended.

Payment

Payment for a service is due at the time of booking and absolutely no later than 24 hours before the service is due to start. Payment for the first session must be made by card as explained above. From the second session onwards, accepted payment methods include:

- Bank transfer
- Cash
- Card/contactless payment
- Digital invoice
- Charging a stored card

Failure to send the agreed amount within 24 hours of the session’s start time will result in any card on file being charged the full remaining amount for the service, in line with the terms of the Card on File Agreement. Any payment becomes overdue if it is not paid 24 hours before the session is due to start. You are liable for all fees owed. By booking a session, you agree to waive your right to initiate chargebacks or otherwise dispute charges made in line with these terms.

Cancellation Policy

A 24-hour cancellation policy applies to all services. Where you provide 24 hours' notice or more for cancellation or rescheduling, you are entitled to a full refund for the session. If you provide less than 24 hours' notice, the full session fee will be payable and charged to a card on file if you have not already made payment. If you are unwell or unable to attend, you should cancel with as much notice as possible or request that your session be held by phone or Teams instead. While there may be genuine circumstances that prevent you from attending, I ask for your understanding that this still results in a loss of income as your slot cannot be filled at short notice.

Failure to settle all owed fees or contact the business to arrange repayment within 7 days of a missed appointment will result in the loss of any standing appointment you have, and further sessions cannot be booked until all outstanding fees have been settled. The business reserves the right to enforce this policy on a case-by-case basis where genuine exceptional circumstances arise.

Notes

To remain engaged with you throughout, I will generally not take notes during sessions and instead write them afterwards. To ensure accuracy, I use my management software, splose, to securely transcribe and summarise sessions. Splose and its integrated artificial intelligence have a zero-retention data policy. This means that session transcriptions are never stored or used by the software for any other means. Generated summaries will be reviewed and edited as necessary before being used to write your session notes. To ensure I hold your data for no longer than necessary, unless otherwise required by law or statute, your data will be retained for 6 months from your last session, after which time it will be deleted. Your data remains encrypted at all times and is anonymised where necessary. If you have any questions about this, please speak to me. If you refuse to allow session transcribing, you acknowledge that this will likely negatively affect the quality of your sessions and notes.

Holidays

Where possible, please give at least 2 weeks' notice of any holidays that would disrupt sessions. I will aim to do the same.

Administration Charges

If the business has been unable to claim payment for a session and it is 10 days overdue, you will begin to be charged administrative fees to cover the time taken to recover your debt to the business. These fees will apply to the following tasks and are billed at approximately:

- £5 per initial text and email per day
- £10 per letter (digital)
- £30 per letter (physical)
- £60 per court filing

Please note that these figures are estimates only, and the final charges will be invoiced to you after the last administrative task is completed. To ensure fairness, I will make no more than three attempts to pursue payment once it becomes overdue and will avoid duplicating communications where possible. I do not provide physical letters unless requested, so please expect communications via text, WhatsApp, and email. I take no responsibility for you failing to see or respond to these communications, such as if they go to your spam folder. You are expected to be aware of your debt and to proactively pay all fees as soon as possible.

Non-Payment

In any case where payment is 30 days overdue, legal action will be commenced to reclaim all money owed. In this case, you will be liable for all additional fees incurred, including but not limited to all legal fees and claimable interest. The business takes no responsibility for you failing to see or respond to these communications. You are expected to monitor owed fees and be proactive in settling them as soon as possible. If there are genuine circumstances that prevent you from paying the full amount owed, please contact me as soon as possible so we can arrange a repayment plan. I am open to discussing a way forward that minimises financial strain and stress as much as possible.

Complaints

I will always aim to act safely, ethically, and within your best interests. However, if you wish to file a complaint, please contact me directly to begin the process.

- 1) The client should alert the business to their complaint as soon as possible by emailing tara@rootsinhealing.com. There is a 3-month cutoff from the original issue to lodge a complaint.
- 2) The business will fairly consider and respond to the client's complaint within 30 days of receipt and will offer a remedy if deemed necessary.
- 3) The client will have 30 days from the date it was sent to accept or refuse this response. If the client does not respond within the specified time, the complaint will be closed.
- 4) If the business and client cannot agree on a suitable remedy, the client should contact the British Association for Counsellors & Psychotherapists to initiate their complaints process.

Limitations of Confidentiality

Everything that the client discusses with the therapist in sessions is confidential, meaning that the therapist will not divulge to anyone what is said to them by the client in any way that would enable them to be identified. For example, the client's friends, family, and colleagues will not be told what has been discussed in the client's sessions. However, there are some limitations to this:

- a) The BACP requires that the therapist attend monthly supervision to practice safely and ethically. When discussing with their supervisor anything that has occurred during the client's sessions, the client's full name and other identifying details will be withheld to ensure anonymity and confidentiality are upheld.
- b) Should the client divulge that they have been (or plan to be) party to any illegal activities that put themselves or others at risk of harm, the client acknowledges that the therapist has an ethical responsibility to report this harmful behaviour to the required safeguarding parties, including but not limited to the police, social services, their supervisor, and medical personnel.
- c) The client acknowledges that the therapist must inform the police if they disclose that they have been part of illegal activities, including money laundering, drug trafficking and terrorism. In these cases, the client will not be notified by the therapist that the police have been contacted.
- d) In the event that the client should be involved in a court case or investigated, the therapist has a legal obligation to share client notes with the court and legal parties if they have been subpoenaed. In this event, the client will be notified.
- e) In the event that the client should admit to being an immediate risk to themselves or others during a session, the therapist has an ethical responsibility to protect them by extending confidentiality to medical and legal professionals, including the police and all relevant personnel.

Should the therapist and client happen to see each other outside of sessions, the therapist will not publicly acknowledge the client to protect their confidentiality and anonymity. Should the client wish to approach the therapist, they have the right to do so. However, personal and therapy-relevant topics should not be discussed.

Inappropriate Behaviour

The professional relationship between the client and the therapist is extremely important. The client and therapist will not cross boundaries or blur the working relationship. Examples of behaviour that would be detrimental to the relationship and may cause a termination of sessions are listed here, but are not limited to the following:

- Making sexual advances either physically or verbally.
- Making inappropriate or flirtatious comments.
- Trying to befriend each other or meet outside of sessions.
- Behaving disrespectfully, aggressively, or abusively.
- "Adding" one another on personal social media (this does not include business social media pages).
- Frequently arriving late or missing sessions altogether.
- Repeatedly not paying on time.
- Poor timekeeping and going over the session time.
- Contacting each other outside of sessions more than reasonably necessary.
- Trying to find out details about each other online or through other people.
- Giving large, expensive or repeated gifts.

I have a zero-tolerance policy on abuse. Abuse means any form of behaviour that I consider to be threatening, antisocial or damaging (physically, emotionally, or psychologically). Should you abuse me in any way, I reserve the right to terminate any current and future sessions without warning. If a therapy session between us is terminated within 24 hours of the session beginning, you are still liable for payment in full. In the event of abuse, I may contact any emergency and legal services I consider needed to resolve the matter.