



Terms & Conditions of Counselling Service

Guided by... Adelle

Effective Date: 13 July 2026

Last Reviewed: 13 July 2026

1. Introduction

These Terms & Conditions explain the professional arrangements between you and Guided by... Adelle when accessing counselling services.

The purpose of these terms is to ensure that the counselling relationship is clear, safe and respectful for all clients.

By commencing counselling with Guided by... Adelle, you confirm that you have read, understood and agreed to these terms.

Counselling services are provided in accordance with:

- The National Counselling and Psychotherapy Society (NCPS) Code of Ethical Practice.
 - UK General Data Protection Regulation (UK GDPR).
 - Data Protection Act 2018.
- Information Commissioner's Office (ICO) requirements.

2. Counselling Services

Counselling is provided by:

Guided by... Adelle

Contact details:

- Email: info@guidedbyadelle.co.uk
- Telephone: +44 7368 492101
- Website: www.guidedbyadelle.co.uk

Counselling services are available:

- Privately to adults.

- Privately to children and young people.
- Through organisations including schools, employers, charities and other services.

3. Enquiries

When you contact Guided by... Adelle:

- Your enquiry will be treated confidentially.
- Information provided will only be used to respond to your enquiry.
- Contacting me does not create a therapeutic relationship.
- You may be asked to provide basic information to help determine whether counselling may be appropriate.
- Please avoid sharing detailed personal or sensitive information through website forms, email or text messages before counselling has been agreed.
- Emergency situations should be directed to appropriate emergency or crisis services.

4. Suitability for Counselling

Before counselling begins:

- An initial consultation or assessment may take place.
- We will discuss your reasons for seeking counselling and whether my service is suitable for your needs.
- I will consider whether I am able to offer appropriate support within my professional competence.
- Counselling may not be suitable for everyone or for every situation.
- Where appropriate, I may recommend alternative services or additional support.

The decision to proceed with counselling will be made collaboratively.

5. Booking Process

Counselling appointments are arranged by mutual agreement.

The booking process includes:

- Initial enquiry.
- Assessment and suitability discussion.
- Agreement of session arrangements.

- Confirmation of appointment date and time.
- Agreement of fees and payment arrangements.
- Completion of required counselling agreement and consent forms.

Where a regular appointment time is agreed, this time may be reserved specifically for you.

6. Fees

Counselling fees are agreed before counselling begins.

- Session fee: £60
- Session duration: 50 minutes

Fees may be reviewed periodically. You will be informed of any changes before they take effect.

7. Payment

Payment arrangements will be agreed before counselling begins.

Payment may be made by:

- Bank transfer, cash or card; see details via website

Clients agree to:

- Make payment within the agreed timeframe.
- Provide accurate payment information.
- Discuss any difficulties with payment as soon as possible.

Unpaid fees may affect continuation of counselling.

8. Cancellations and Missed Appointments

If you are unable to attend a scheduled appointment:

- Please provide as much notice as possible.
- A minimum notice period of 24 hours applies.
- Sessions cancelled with insufficient notice may be charged at the full session fee.
- Missed appointments without notice may be charged.

Exceptional circumstances will be considered where appropriate.

9. Late Arrivals

If you arrive late for your appointment:

- The session will normally finish at the agreed ending time.
- The full session fee remains payable.
- A shortened session may reduce the benefit of the therapeutic work.
- If you are significantly late, it may not be possible to proceed with the session.

Repeated lateness may be discussed as part of the counselling process.

10. Confidentiality

Counselling is a confidential service.

Information shared during counselling will not normally be disclosed to anyone else.

Confidentiality may only be broken where:

- There is a serious risk of harm to yourself.
- There is a serious risk of harm to another person.
- A child or vulnerable adult is at risk of abuse or neglect.
 - Disclosure is required by law.
 - A court requires information to be disclosed.
 - Disclosure is necessary to prevent serious crime.

Where possible and safe, I will discuss any need to share information with you beforehand.

11. Working with Children and Young People

For the purpose of this agreement, a child is anyone under the age of 18 years.

When working with children and young people:

- Consent will be obtained from a parent or person with parental responsibility where appropriate.
 - The young person's confidentiality will be respected according to their age, understanding and legal rights.
 - Parents or carers do not automatically receive details of counselling sessions.
- Information will only be shared where there is consent, safeguarding concern or legal requirement.
- The welfare and best interests of the child or young person will always be prioritised.

12. Counselling Through Organisations

Where counselling is provided through an organisation:

- The organisation may provide referral information.
- The counselling relationship remains confidential.
- Details of counselling sessions will not be shared without consent unless safeguarding or legal obligations apply.
- Only agreed administrative information, such as attendance, may be shared where appropriate.

13. Record Keeping

I maintain brief factual records to support safe and ethical counselling practice.

Records may include:

- Contact details.
- Assessment information.
 - Session notes.
 - Risk information.
- Appointment records.

Records are:

- Stored securely.
- Kept confidential.
- Accessed only where necessary.
- Managed in accordance with UK GDPR, the Data Protection Act 2018 and ICO requirements.

14. Record Retention

Records are retained for:

- Adult clients: Seven years after counselling ends.
- Children and young people: Until the client's 25th birthday, or 26th birthday where counselling ended at age 17.

Records are securely destroyed after the retention period has ended.

15. Communication Between Sessions

Communication outside sessions is limited to:

- Appointment arrangements.
- Practical matters.
- Essential safeguarding communication.

Please note:

- Email and text messages may not always be secure.
- Therapeutic discussions should take place during counselling sessions.

16. Online Counselling

Where counselling takes place online:

Clients agree to:

- Attend sessions from a private and confidential location.
- Use suitable equipment and internet connection.
- Not record sessions without prior agreement.

Reasonable steps are taken to protect confidentiality; however, online communication cannot be guaranteed to be completely secure.

17. Clinical Supervision

As part of ethical practice:

- I attend regular clinical supervision.
- I may discuss aspects of my counselling work with my supervisor.
 - Client identity is protected wherever possible.
- My supervisor is bound by professional confidentiality.

18. Ending Counselling

Counselling may end:

- By mutual agreement.
- When therapeutic aims have been met.

- If counselling is no longer suitable.
- If continuing the work is not clinically appropriate.

Where possible, endings will be discussed and planned.

19. Liability

Guided by... Adelle provides counselling services with reasonable care, skill and professionalism.

However:

- Counselling cannot guarantee specific outcomes.
- Clients remain responsible for their own choices and decisions.
- I am not responsible for circumstances outside my reasonable control.
- Clients are responsible for providing accurate information relevant to their counselling.
- Nothing in these terms excludes liability where it cannot legally be excluded.

20. Complaints

If you have concerns about the counselling service:

- Please raise your concerns with me first so I can try to resolve them.
- You may request a copy of my Complaints Procedure.
- Concerns relating to professional conduct may be referred to the National Counselling and Psychotherapy Society (NCPS).

21. Agreement

By beginning counselling with Guided by... Adelle, you confirm that:

- You have read and understood these Terms & Conditions.
- You understand confidentiality and its limits.
- You understand how your information is collected, stored and used.
- You agree to the arrangements for counselling services.

Contact Details

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