

KLARA MOTTLOVA

CAMBRIDGE LOW COST COUNSELLING
& HYPNOTHERAPY

SUPPORT • UNDERSTANDING • CHANGE



CLIENT AGREEMENT AND THERAPEUTIC CONTRACT

Thank you for choosing to work with me. This agreement outlines the terms of our therapeutic work together and is intended to ensure clarity, safety, and mutual understanding.

Qualifications and Professional Membership

I am a qualified counsellor and hypnotherapist and a member of the National Counselling and Psychotherapy Society (NCPS). I work in accordance with the NCPS Code of Ethical Practice and undertake regular clinical supervision and continuing professional development.

Counselling and Hypnotherapy Services

Counselling provides a confidential space to explore thoughts, feelings, behaviours, relationships, and life experiences.

Hypnotherapy combines therapeutic techniques with guided relaxation and focused attention to support positive change. Participation in hypnotherapy is always voluntary and clients remain in control throughout the process.

Session Length and Fees

Counselling

Counselling sessions are charged at **£45 per 50-minute session**.

Hypnotherapy

Hypnotherapy sessions are charged at **£60 per 60-minute session**.

Session fees may be reviewed from time to time. Any changes will be discussed in advance.

Payment

Payment is required at least **24 hours prior to your scheduled appointment**.

Appointments may be booked and paid for online through the booking system.

My preferred method of payment is **bank transfer**.

For clients attending in person, **cash payments are accepted if preferred for privacy or confidentiality reasons**. Cash payments must be made before the session begins.

Failure to make payment before the session may result in the appointment being postponed or cancelled.

Cancellation and Missed Appointments

If you need to cancel or rearrange an appointment, please provide as much notice as possible.

Appointments cancelled with **more than 24 hours' notice** will not be charged.

Appointments cancelled with **less than 24 hours' notice**, missed appointments, or appointments where a client does not attend will normally be charged at the full session fee.

I understand that genuine emergencies and unforeseen circumstances can occur. In such situations, cancellation charges may be waived at my discretion.

Repeated late cancellations or non-attendance may result in therapy being reviewed or ended.

Confidentiality

Everything discussed within therapy sessions is treated as confidential.

As a member of the NCPS, I receive regular clinical supervision to ensure safe and ethical practice. Where information is discussed in supervision, identifying details are removed wherever possible and clients are referred to anonymously.

Confidentiality may only be broken in exceptional circumstances, including:

- Where there is a serious risk of harm to yourself or another person

- Where disclosure is required by law
- Where information is requested by a court order
- Where safeguarding concerns arise involving a child or vulnerable adult

Where possible, I will discuss any disclosure with you beforehand.

Contact Between Sessions

Email and text message communication may be used for practical purposes only, such as:

- Arranging appointments
- Rescheduling appointments
- Cancelling appointments
- Administrative matters relating to therapy

I am unable to provide counselling, therapeutic support, crisis intervention, or ongoing therapy by email, text message, WhatsApp, or other messaging services.

If you wish to discuss therapeutic issues, these should be brought to your scheduled session wherever possible.

I aim to respond to administrative messages within a reasonable timeframe during normal working hours; however, I cannot guarantee an immediate response.

Risk, Crisis and Emergency Support

I do not provide a crisis or emergency service.

Email, text messages, WhatsApp messages, and voicemail are not monitored continuously and should not be used in an emergency.

If you believe you are at immediate risk of harm to yourself or another person, please contact:

- Emergency Services (999)
- NHS 111
- Your GP
- Your local Crisis Resolution and Home Treatment Team
- Accident and Emergency (A&E)

Where there is a serious concern regarding safety, safeguarding, or risk of significant harm, I may contact appropriate services, your GP, or your emergency contact where necessary.

Online Sessions

Where therapy is conducted online, sessions may take place via Microsoft Teams, Google Meet, or WhatsApp Video.

Clients are responsible for ensuring they have:

- A suitable device and internet connection
- A private environment where they cannot be overheard
- A safe and confidential space for therapy

While reasonable steps are taken to ensure security, no internet-based communication can be guaranteed to be completely secure.

Artificial Intelligence (AI) Tools

Some clients choose to use artificial intelligence (AI) tools, such as ChatGPT or other wellbeing applications, between sessions for reflection, journalling, psychoeducation, or organising thoughts.

These tools are not a substitute for professional counselling, psychotherapy, medical advice, crisis support, or emergency services.

AI systems may generate inaccurate, incomplete, or misleading information and may not recognise safeguarding concerns, risk issues, or mental health crises.

Clients are encouraged to discuss any significant insights, concerns, or advice generated by AI tools during therapy sessions.

I am not responsible for the privacy, security, accuracy, or content generated by third-party AI platforms used independently by clients.

Records and Data Protection

Client information is handled in accordance with the UK General Data Protection Regulation (UK GDPR), the Data Protection Act 2018, and my Privacy Policy.

To help protect confidentiality, identifying information such as names, contact details, GP details, and emergency contact information is stored separately from therapy notes wherever possible.

Therapy notes are anonymised and identified using a unique reference system rather than a client's name.

Further information about how personal data is collected, stored, and processed can be found in my Privacy Policy.

Ending Therapy

Therapy may end at any time by mutual agreement.

Clients are encouraged, where possible, to discuss ending therapy during a session so that the work can be reviewed and brought to a meaningful conclusion.

I reserve the right to end therapy where:

- Therapy is no longer clinically appropriate
- Repeated non-attendance occurs
- Fees remain unpaid
- Professional boundaries are repeatedly breached
- Circumstances arise that prevent me from working safely or ethically

Where appropriate, alternative sources of support may be suggested.

Complaints

If you have concerns about any aspect of the service, I encourage you to discuss them with me directly in the first instance.

If a concern cannot be resolved informally, you may make a formal complaint in writing.

As a member of the National Counselling and Psychotherapy Society (NCPS), you may also contact the NCPS regarding concerns relating to professional conduct.

Agreement

By entering into counselling or hypnotherapy with me, you confirm that you have read and understood this agreement and have had the opportunity to ask any questions before commencing therapy.

Client Name: _____

Signature: _____

Date: _____

Therapist Signature: _____

Date: _____