

Sea Change Therapies

Counselling Agreement

This agreement applies to all clients receiving therapy at Sea Change Therapies.

Version 2.1 | Review date: April 2027



Agreement and Consent

By booking and attending therapy with Sea Change Therapies, you're agreeing to the terms below. We send this document in advance, so you have time to read it carefully before your first session. We don't ask for a signature — we trust that if you choose to work with us, you've read and understood how we work together.

If anything is unclear or you have questions, please ask. Your therapist will also check in with you about this when you first meet.

1. What Therapy is For

Therapy gives you a confidential space to work through personal challenges, explore what's going on for you, and support your own wellbeing and growth. It's different from talking with friends or family — it's a place set aside just for you, where you can explore things at your own pace and in your own way.

Our counsellors are trainee therapists in the final stages of their training, working under regular supervision from qualified supervisors. This means they may discuss aspects of your work together with their supervisor to ensure they're providing you with the best possible support — but confidentiality is always maintained within that process. If you'd like to know more about what supervision involves, just ask your therapist.

2. Confidentiality

What you share in your sessions stays confidential. There are a small number of situations where we may need to share information, and we want to be clear with you about what these are:

- Your therapist has concerns about your safety or someone else's safety — for example, risk of serious harm or child protection concerns
- You disclose that you have committed a serious crime
- You share something that the law requires us to report to relevant authorities

If any of these situations arise, your therapist will usually talk with you about it first, wherever that's possible. Any decision to share information beyond your therapy sessions involves Sea Change's Clinical Lead.

If you have any questions about confidentiality, please raise them with your therapist at any point.

3. Fees and Payment

Your agreed fee per session will be discussed with you before you begin. Payment is due **more than 24 hours before your session**. Any different arrangement will be agreed clearly with you. We use GoCardless via Go Get Paid to process payments.

If payment hasn't been received more than 24 hours in advance, the session won't go ahead. This helps us keep the service running smoothly and ensures your therapist can plan their time responsibly.

We understand that financial circumstances can change — if you're concerned about payment at any point, please talk to your therapist or contact the Clinical Lead as early as possible so we can work something out together.

4. Cancellations, Missed Sessions and Payment Requirements

We aim to keep things straightforward and fair for both you and your therapist.

Payment for your session must be made **more than 24 hours in advance**. If payment has not been received, **the session will not go ahead**, and your therapist will not be able to hold the appointment time for you.

Life happens, and sometimes plans change. If you need to cancel or reschedule:

- Please give **more than 24 hours' notice** wherever possible.
- If you cancel **within 24 hours**, the **next session will be charged at 50% of your usual fee**.

This reduced fee is offered in recognition that genuine emergencies and unexpected situations do happen. Examples include sudden illness, family emergencies, or events outside your control. Your therapist sets aside this time specifically for you as part of their professional commitment to your therapy. Forgetting the session or deciding not to attend on the day doesn't fall under mitigating circumstances.

If your therapist needs to cancel, they will try to give **at least 48 hours' notice** wherever possible and offer an alternative time. In cases of illness or emergency, they will discuss options with you.

5. Session Times

Counselling sessions are 50 minutes, also known as a "counselling hour". We'll discuss together how often you'd like to meet — weekly, fortnightly, or at a different interval can all work, depending on what suits you best.

Sessions begin at the agreed time. If you arrive late, we're not usually able to extend beyond the scheduled finish time, as your therapist may have a commitment afterwards.

For phone sessions, your counsellor will try calling 2–3 times within 10–15 minutes of your start time. If there's no answer, they won't try again — please contact us to rebook.

For video sessions, your counsellor will wait up to 10 minutes from your start time. If you haven't joined or been in touch by then, they'll leave the session. Please contact us to rebook.

If you have particular needs around in-person, phone or video access, please discuss these with your therapist or the Clinical Lead.

6. Professional Boundaries

Your therapist will maintain professional boundaries throughout your work together, and won't engage in personal relationships with you outside of therapy. They're committed to offering you a safe, respectful, and non-judgmental space.

Please make sure you're in a fit state to engage with your session, whether it's by phone, video, or face to face. If your counsellor has concerns that you may be under the influence of alcohol or substances, they may need to end the session — not as a judgment, but because experience tells us that therapy doesn't work effectively in those circumstances.

7. Your Records

Your case notes are held securely on Google Workspace. They're a brief record of what you've shared and what you and your counsellor have explored together.

We keep counselling records for five years after your sessions end. Under the Data Protection Act and UK GDPR, you can request a copy of your records by making a written request — please talk to us and we'll explain the process. The process can take up to 30 days.

8. Between Sessions and Emergencies

Sea Change Therapies is not an emergency or crisis service. If you're in crisis or there's an immediate risk to your safety, please contact 999 or go to your nearest A&E.

For the Samaritans, you can call 116 123 at any time — free, 24 hours a day. You can also call Breathing Space on 0800 83 85 87 (Mon–Thu 6pm–2am, Fri 6pm–Mon 6am).

If you have questions about the therapy process between sessions, please use the contact details your therapist has provided.

9. Use of AI Tools in Therapy

At Sea Change Therapies, we want to be clear about how AI tools fit into the therapy process. Therapy is a human, relational space, and your sessions are led entirely by your therapist — not by AI.

Your therapist may occasionally use AI tools outside of sessions for practical tasks such as drafting emails, organising information, or preparing resources. These tools are never used

to analyse your case notes, make clinical decisions, or replace the therapeutic relationship. Your personal information is **never** entered into AI systems. Case notes remain securely stored within Google Workspace, as described in Section 7 of this agreement.

If you use AI tools (such as chatbots or apps) to explore your thoughts or support your wellbeing between sessions, you're welcome to bring that into therapy if it feels helpful. We simply ask that you:

- avoid sharing identifiable information about your therapist or other clients with AI systems
- understand that AI tools can sometimes give inaccurate or emotionally unhelpful responses
- talk with your therapist if you're unsure how AI fits into your therapeutic work

AI tools can be useful for reflection or journaling, but they don't replace the therapeutic relationship. If you'd like to discuss how AI tools might support or affect your therapy, your therapist will be happy to explore this with you.

10. If Something's Not Right

We're committed to providing a professional, supportive, and effective service. If something isn't working for you, please talk to your therapist if you feel able — it can often be the most useful thing you can bring into the room.

If that doesn't feel possible, or it doesn't resolve things, you can contact our Clinical Lead who is always happy to speak with you if you have concerns about any aspect of your experience with us. These conversations will be handled sensitively and confidentially.

How to contact us

If you need to contact us between sessions, you can reach us here:

- Email: hello@seachangetherapies.co.uk
- Contact form: <https://www.seachangetherapies.co.uk/contact-me>

We will always do our best to respond as promptly as we can. For anything urgent or related to immediate safety, please follow the guidance in Section 8.

Sea Change Therapies — rooted in the East Neuk of Fife — People, not Profit.
