

Client-Therapist Agreement

Please take time to read through this information carefully.

Services Provided

The Therapist agrees to provide professional therapy services to the Client. These services may include, but are not limited to, individual therapy sessions, assessments, and treatment planning.

Making a Booking

You can make an appointment by booking through this website. The booking link will take you to Fresha, the booking system that I use, where your card details will be securely stored. You will receive an email confirming your booking. Once your appointment is booked, I will email you a link to a client consultation form to complete with your personal information and medical history.

Clients under 18 must be accompanied by a parent or guardian. This parent or guardian must give permission for the agreed treatment to be performed and will be required to be present for the duration of the treatment in the room.

Rescheduling or Cancelling an Appointment

If you cannot attend your appointment, please contact me as soon as possible. You can rearrange your appointment by clicking on the 'Manage Appointment' link in your confirmation email.

Cancellation Policy

- Free cancellation up to 24 hours before the appointment.
- Cancellations made less than 24 hours in advance will incur a charge of 30% of the service price.
- No-shows will be charged 50% of the service price.

Late Arrivals

If you are running late, please inform me promptly. Your treatment will still end at the scheduled time to maintain the overall schedule.

Confidentiality

All information shared during therapy sessions is confidential and will not be disclosed without the Client's written consent except where required by law. This includes cases of suspected abuse, threats of harm to self or others, and court orders.

Consultation and client treatment details will not be discussed with anyone other than the client unless the client is under 18 or has a care worker or guardian.

Disclaimer

Sue Hall Holistic Therapy is fully insured—please ask for my insurance details if necessary. I am a member of the Federation of Holistic Therapists and the UK Reiki Federation.

It is your duty, as the client, to provide accurate personal and medical details when completing the New Client Consultation Form. If your details or medical information (medication, concerns or treatment) change, you must inform me when you next book an appointment.