

FRANCESCA LO VERSO  
therapies, supervision, training

# Individual therapy Contract

Reviewed: February 2025

Next review: April 2026

## Sessions

Each session lasts 50 minutes. Therapy is open-ended, meaning you can decide when to end. Regular reviews will guide us in assessing how therapy is going.

## Booking an appointment

Your data (name, surname, phone number and email address) will be added to Acuity Scheduling System, which will send an automated email confirming the appointment with the payment link. Seventy-two hours before the appointment, you will receive an automatic reminder of the session with the payment link.

## Privacy notice

I use the Acuity Scheduling System to manage my calendar and Stripe for payments. (For more information about how your data is stored and processed on the Acuity Scheduling System and Stripe, please refer to my GDPR policy). These systems help me manage my workload and bookkeeping.

## Payments

Payments are made via the link in the automated emails confirming and reminding you of the appointment. I ask for payments no later than two days before the session to confirm the appointment. If you struggle with a payment, please email me so we can find a solution together. If payment is not received by this time, I may need to offer the time slot to another client.

## Changing or cancelling an appointment

You may reschedule or cancel an appointment at any time by emailing me. If I am unavailable, I will refer to the email's timestamp as the official notice and will respond on the next working Monday.

Refunds can only be requested if cancellations or rescheduling are made at least 2 days (by 5pm) prior to the session, including Sundays, or if I need to cancel or reschedule the appointment. However, if preferred, I'm happy to honor the payment and apply it to a future session

## Lateness

If a session starts late on my end, I'll notify you promptly and still offer the entire 50-minute session whenever possible. If the delay affects either of our schedules, I'll offer you another appointment at no charge. If you're more than 5 minutes late, please let me know by email. I will wait for the full session and proceed unless you choose otherwise. However, you will still be charged for the entire session, and it may not be extended if it overlaps with another client's time.

## Communication between sessions

Communication between sessions is reserved for scheduling appointments only. This ensures that I can safely hold your experiences when I have the time and capacity to offer this fully. Unless booked as a counselling session, emails are not deemed for that type of therapeutic holding and containment.

This means that all other information in the email will be deemed as "*not urgent*" and addressed during our counselling session.

I would need to refer you to your local helplines and emergency services for all urgent matters.

## Confidentiality

Your attendance to counselling with me is confidential, and so is everything that you will discuss during the sessions.

As part of my professional requirements, I consult with different supervisors who adhere to the same confidentiality standards I follow. During these supervision sessions, I may discuss aspects of our work together while ensuring your identity remains anonymous. However, there may be occasions when I need to seek guidance from my supervisors in situations where you may be at risk of harm to yourself or others, or if the law requires me to notify the relevant authorities (such as in cases involving terrorist activities, drug trafficking, or safeguarding concerns regarding anyone under the age of 16).

If such a situation arises, I will work with you to share the concerns with the appropriate agency. If you prefer not to or if I am unable to assist, I will discuss the breach of confidentiality with you and keep you fully informed throughout the process.

To maintain the confidentiality of all clients, I kindly ask that you arrive no earlier than 10 minutes before your counseling session, whether online or in person.

## Notes and record-keeping

Please refer to the GDPR document to know how I record and keep the session notes.

## Complaints

I am a registered member of COSCA (registration number 5468).

I hope you feel you can bring any concerns or difficulties you are finding in our work together to me. I will ensure there is space for you to raise any concerns you may regularly have. This is part of how I work and monitor your satisfaction with the service.

If you have reasons to complain beyond any resolution, I am inviting you to read the complaints procedure as outlined by COSCA (link on my website under "Contract and GDPR").

## Reviews

I will review this contract, my paperwork and the systems I use for my practice as and when required at least once a year in April.

You will be informed of any changes in the contract and procedures that may affect our work together earlier in the year (around January and February).

You will be offered until the end of March to decide whether you are happy with the changes and wish to continue working together or conclude therapy.

This includes a revision of my fees.