FRANCESCA LO VERSO
therapies, supervision, training

Couples & relationship therapy contract

Reviewed: February 2025
Next review: April 2026

Sessions

Each session lasts 75 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 appointment is confirmed as soon as it is agreed upon at the time of booking.

Each client's personal details (your name, surname, phone number, and email address) will be securely entered into the Acuity Scheduling system.

You both will receive two automated reminder emails: the first one will be sent one week before your session, and the second seventy-two hours before your appointment. Each email will include:

- Your appointment details (date and time)
- The office location (for in-person meetings)
- A link to my contract
- Zoom login details (for online sessions)

These two emails support the booking process; however, your appointment is confirmed when agreed and the cancellation policy applied accordingly. Please ensure the date and time are correct, as you are responsible for noting and attending the appointment.

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 can be made using the link provided in the two automated emails you will both receive one week and seventy-two hours before your appointment.

My standard fee applies to weekly sessions. Fortnightly appointments are available at a slightly higher rate (+£10 per session), reflecting the additional flexibility required to hold these spaces in the diary.

Different scheduling frequencies and associated charges will be discussed and agreed upon on an individual basis.

It is up to you to decide who makes the payment, but it must be processed from a single account.

Cancellaiton policy

I operate a 48-hour cancellation policy and kindly ask for at least 48 hours' notice if you need to cancel or reschedule your session. Appointments cancelled or rescheduled with less than 48 hours' notice, as well as missed sessions, will be charged in full. If your session has been prepaid, the fee will be retained. Any remaining balance can be settled before booking your next appointment.

You may cancel or reschedule an appointment at any time by email. If your message is sent outside of my working hours, the email timestamp will be accepted as the official time of notice, and your request will be recorded accordingly. I will respond on the next working Monday.

Please note that refunds are not offered; however, your payment can be applied to a rescheduled session.

By keeping your appointment, you acknowledge and accept these terms.

If you experience any difficulty with payment, please email me and we can work together to find a suitable solution.

Lateness

If a session starts late on my end, I'll notify you promptly and still offer the entire 75-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. We will address lateness from one client only as and when it occurs.

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.

Please be mindful that any communication between sessions will include all participants in therapy, meaning I will CC anyone missing in email correspondence. Any non-administrative matters will be brought into the next session for discussion.

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 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, coming into effect 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.

AI

The use of AI software, including generative AI tools, is not permitted during sessions. If it occurs, I will discuss it with you openly so we can decide together how to move forward. This is intended to support the integrity of the therapeutic process, not to end therapy.