

## Consent Form

### 1. Nature of Therapy

Online sessions (50 min with 10min overflow) using Logotherapy, CBT, Narrative & Pastoral approaches to explore meaning, resilience, and life challenges.

- No guarantees: “Outcomes vary; therapy is collaborative and not a substitute for medical/psychiatric treatment.”

### 2. Confidentiality & Limits

- Everything is confidential except: serious risk of harm to self/others, safeguarding concerns (children/vulnerable adults), court order. Required disclosure will be discussed if applicable to you.

### 3. Fees, Payments & Cancellation Policy

- Full payment upfront required to confirm booking.
- Late cancellation (<48h notice): 50% fee.
- No-show: 100% fee.

*Packages valid 12 months; pro-rata refund for unused sessions at discretion after 14-day cooling-off.*

### 4. 14-Day Cooling-Off Right

You may cancel within 14 days of booking for a full refund if no sessions have taken place. If a session starts within 14 days, you pay only for completed sessions.

## 5. Data Protection (UK GDPR)

- Minimal data collected.
- Stored securely, retained 7 years post-last contact & deleted.
- Your rights: access, correction, erasure (subject to legal & professional limits).

## 6. Ending Therapy

- Clients may end anytime.
- Therapist may end if unsuitable, with notice and referral suggestions if appropriate.

## 7. Risks & Limitations

- Therapy may bring up difficult emotions.
- Online sessions depend on a stable internet.

## 8. Client Agreement

- I have read and understood this form.
- I consent to online therapy on these terms.
- I agree to the cancellation and payment policies.
- Signature (typed name + date for electronic consent).

**Name:** \_\_\_\_\_ **Signature:** \_\_\_\_\_

**Date:** \_\_\_/\_\_\_/\_\_\_

## **Refund Policy**

Refunds are handled fairly and in accordance with UK consumer law (Consumer Rights Act 2015 and Consumer Contracts Regulations 2013).

### **14-Day Cooling-Off Period**

You may request to cancel any booking or package within 14 days of purchase and receive a full refund, provided no sessions have taken place. If sessions begin within the 14 days, you will be charged only for the sessions already completed at the single-session rate; the remainder will be refunded.

### **Non-Refundable Situations**

- Sessions that have already taken place.
- Missed sessions without notice/No-show (100% charge) or late cancellations (Less than 48 hours' notice (50% charge)
- Packages that have expired beyond the 12-month validity period.

### **How to Request Cancellation**

Please email [counselingsteps.logos@gmail.com](mailto:counselingsteps.logos@gmail.com) with details of your booking. Refunds, where applicable, will be processed to the original payment method within 14 days.

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