



Terms and Conditions (T&Cs)

The following are the T&Cs of Brighter Days Counselling (BDC). It states the rights and responsibilities we have towards each other.

The work we do together will be undertaken under UK laws and ethical guidelines.

At your initial session, we will discuss and agree a number of options to tailor your counselling to your individual needs. We will agree the method and fee of your counselling, the pattern and frequency, and the day and time of your next session.

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Web: <https://brighterdayscounselling.com/>

Email: info@brighterdayscounselling.com

Call/ text/ whats app: [07378 372 358](tel:07378372358)

Counselling Method and Fee Rates: Brighter Days Counselling offers short-term and long-term counselling to adults (aged 18+) in the UK, and offers 3 ways to have your counselling sessions:

Online video and telephone calls	£35 Discounted Rate £45 Morning & Afternoon Rate £50 Evening Rate	10am-5pm 10am-5pm 5.30pm-7pm	50 minutes.
Walk and Talk Therapy	£45 Morning & Afternoon rate £50 Evening Rate	10am-4pm 5.30pm-7pm	50-60 mins
In-Person Counselling at the choice of three sites in East Sussex: The Buttery, Glynde. The Old Coach House, Lewes. The Counselling Cabin, East Dean.	£60	10am- 5pm dependent on room availability.	50 minutes.

Video calls are held using *Google Meet* which is easy to use and encrypted. Here is a link to learn about [Google Meet Security and Privacy for users](#).

When we agree your session date and time I will send you an email with a digital calendar invitation. Please press the "accept" button and it will be added into your calendar. You will then receive reminder emails at 1 week, 2 days, and 1 day in advance of your session time (I can adjust these as you wish).

To join the meeting, just click on the Google Meet link in the email invitation from any device (on a mob phone you must have either an Android 5.0 and up or iOS 16 and up), on the day/time of your appointment, you don't have to download any software. It is recommended to use a supported web browser such as the current version of Chrome Browser, Mozilla Firefox, Microsoft Edge, or Apple Safari.

Tech problems: If there is a problem with Google Meet, please send me a text or WhatsApp message to let me know. We can agree to either use an alternative video call provider (EG: Whereby) or have a telephone counselling session instead.

Telephone calls through apps such as Whats App or Signal are an option if you do not like video calls, or if you do not have strong or reliable wifi. I recommend using these apps as they are end-to-end encrypted and more secure than ordinary calls using a network. I will call you at the agreed time of your session. Please be ready to receive my call so that you get your full 50-minute session. If you miss my call, I will call you again after 5 minutes. If you miss this

call, I will send you a text asking you to let me know when you are ready for me to call you to start your session.

Walk and Talk Therapy is an alternative way of having counselling if you want to meet me in person but find therapy rooms uncomfortable. We will work out an agreeable outdoor meeting point where we can walk together in a quiet green space. We will both agree to take full responsibility for our own health and wellbeing during the Walk and Talk Therapy session. It is advisable to check the weather forecast and bring appropriate clothing accordingly, and a soft drink/ snack if needed.

Adverse weather conditions: If the weather is against us, there are some alternative options you can choose from. I will message you in the morning of your session to discuss if this eventuality arises. Alternative options are:

- Have the session online or via telephone (same time slot and same cost).
- Have the session at East Dean Counselling Cabin (same time slot and same cost).
- Reschedule the Walk and Talk Therapy Session within 5 working days.
-Please note that rescheduling the session is not guaranteed as it is dependant on our mutual availability, and the weather.

If these alternatives are not practically possible then the session will be cancelled for that week and no fee incurred.

In-person counselling is offered if you would prefer to meet with me in person in a quiet, warm, cosy, confidential indoor space. You can choose to have your sessions in the below 3 locations:

- **The Buttery** in Glynde which is owned and operated by [Lewes Country Therapy Rooms](#).
- **The Old Coach House** in Lewes which is owned and operated by [Valentine Voice Care](#).
- **The Counselling Cabin**, in East Dean which is based at a private address.

Payments: To confirm your session please make your payment at least 24 hours* in advance to:

- **Account Holder Name:** Suzanne Bright
- **Account No:** 22335289
- **Sort Code:** 60-83-71

Please note that not doing so means that your session will be cancelled unless I hear from you.

If you'd like receipts for your payments, please let me know.

*Please note that 7 days payment in advance is needed for sessions at The Buttery in Glynde.

Cancellation Fee: If you need to cancel a booked session due to illness or unexpected personal circumstances, I am unable to provide a refund for cancellations within 24 hours* of the session time.

*Please note that 7 days cancellation notice is needed for sessions at The Buttery.

Alternatively, you can request to reschedule your appointment within a few days' time to avoid the cancellation fee. I will always aim to reschedule, but please note this can't always be guaranteed as it depends on my calendar availability, and the room availability.

No-Show Fee: If you are more than 15 minutes late to your scheduled session start time and I do not hear from you, I will consider this to be a *no-show*.

A *no show* will incur a fee at your normal session price.

Please note that I only allow 2 x no shows. At the 3rd no show I will talk with you about whether to end your therapy.

Counselling Pattern and Frequency: You can decide whether to have weekly or fortnightly sessions, and how many sessions to have. Together we will agree the day and time of your sessions. Each session will be 50 minutes long and will start and finish at the agreed time.

The pattern of your sessions may fall into any of these 3 options:

Short Term: you may prefer to book the same day and time for your sessions each week or each fortnight for a set number of sessions. This may suit you if you have a limited budget for therapy and/or have a short-term goal in mind.

Open Ended: you may prefer to book the same day and time for your sessions each week or each fortnight indefinitely until you feel you have achieved what you needed from therapy. This may suit you if you are not sure how long you want to have counselling for, and if you want to invest in your mental wellbeing on a longer-term basis.

Flexible: you may prefer to have the flexibility to change the time and day of your session each week/fortnight, and book one session at a time. This may suit you if your diary changes each week due to work, training, or family commitments. I have a digital calendar booking and payment link which makes it easier for clients to book and pay for sessions with this pattern preference.

Administration Agreement: After your initial online session I will send you an email to confirm in writing your counselling agreement. This is called an *Administration Agreement*. This document can be reviewed and renegotiated at any time by either of us.

Therapeutic Agreement: In your first few sessions your therapy goals will become clearer. You will be able to identify what changes you would like to work on during your therapy. Your *Therapeutic Agreement* is a verbal agreement between you and me. It's one simple and short

sentence of your own words which pinpoints what you would like to achieve in your therapy. You may have many goals in mind however it is important to focus on one goal at a time, and pick the one which feels like your main priority. Often if we start to change one thing, this creates movement in other areas of our life. We will review your therapy goal together at regular intervals, and you can update it whenever you wish with your counsellor.

Communication in between your sessions: You are welcome to send a brief message (email, text, What's App, Signal) to me regarding the practical arrangements of your counselling sessions. I'm not available for any extra support in between your counselling sessions. You can ask me for additional counselling sessions if required.

Please note that I do not provide emergency mental health support. If you are struggling and would like to talk to someone for support, then call the Samaritans 24/7 for free on 116 123. If you'd like some help in a crisis, MIND give good advice on their website: <https://www.mind.org.uk/information-support/guides-to-support-and-services/crisis-services/getting-help-in-a-crisis/>

Reviews: I will invite you to informal mini reviews at regular intervals to check how the work is going, and to look at what you have gained, what has changed, where you want the direction of therapy to go next. The first review will be at 6 weeks, then approx. every 12 weeks (3 months). Either of us can request a review when it's felt it may be beneficial to your therapy.

Ending Sessions: The decision of when to end your sessions is ultimately yours to make, and we can discuss this together at part of your therapy. I believe that it is important for our therapeutic relationship to give some notice to end your sessions so that we can both prepare to say goodbye and review the work which has been accomplished. Therefore, I ask that you give at least 2 weeks' notice if your sessions are weekly, and 4 weeks' notice if your sessions are fortnightly.

Referrals and signposting: If something comes up in our sessions which I feel I do not have the experience or level of training necessary to provide you with the support you need, I will discuss this with you. Likewise, the help you need may be outside of the role of a counsellor. If this happens, I will offer to either refer you or signpost you onto a relevant specialist service.

Safeguarding and Confidentiality: Confidentiality is one of the foundations of the therapeutic relationship which I take very seriously as well as my safeguarding duty. I abide by the [NCPS Safeguarding and Confidentiality Policy](#) which gives further details about; confidentiality within the client therapist relationship, the law, the rights of the client, the duties of the therapist- exceptions to confidentiality.

I agree to maintain strict confidentiality within our client/counsellor relationship, provided that there is no threat to my own safety, your safety, your family members, or other members of the public. Nor in breach of any legal action (i.e. criminal, coroner or civil court

cases where a court order is made demanding disclosure) or legal requirement (e.g. Children's Acts).

Exceptions where I may need to talk to the appropriate agency* without your consent.

If you share with me or lead me to believe that:

1. A child, or vulnerable adult (a person with a diagnosed learning disability, a brain injury, or dementia) is at risk of being abused or neglected.
2. You intend to seriously harm yourself or intend to end your life.
3. Another person intends to seriously harm you or intends to end your life.
4. You intend to seriously harm another person/s or intend to end another person/s life.

Wherever feasible, I will make every effort to contact you directly to discuss the proposed breach with the intention of keeping you informed and discussing any action that we could take together.

In accordance with codes of ethics and professional practice, I regularly discuss my client case load with my clinical supervisor. Any discussion about you would be anonymized so you could not be identified from the material discussed.

*Appropriate agencies include your GP, Child or Adult Social Care, or emergency 999 services.

Emergency Contact: At the beginning of our work together I routinely ask all clients to provide some personal details about themselves including their full name, date of birth, home address and contact details. I also ask for an emergency contact name and phone number. I ask for this information due to my commitment to the [NCPS Safeguarding and Confidentiality Policy](#).

I will only call your emergency contact if during the course of your counselling safety concerns arise, and communication with yourself is unsuccessful. Your emergency contact must be aware that you are having counselling, and can be a partner, friend, family member or if you prefer you can give your GP details.

The mutual right to feel safe: In order for your Counselling to work we both need to feel safe in the therapeutic relationship at all times. I take your safety very seriously and abide by the National Counselling and Psychotherapy Society (NCPS) [Code of Ethics](#). The Code provides guidance for Counsellors and Psychotherapists and sets out the standards expected of them**.

Equally, I reserve the right to end the session immediately if I feel threatened during a session by any client behaviour which is: sexualised, violent, or intimidating, or if the client appears to be under the influence of drugs or alcohol.

Feedback & Complaints: I welcome and value all feedback from you about your experience of using Brighter Days Counselling. You can provide feedback to me directly either during sessions, or by sending an email, text, Whats App or Signal message or call. I use feedback to

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reflect on my practice and how to make improvements. With permission from my clients, testimonials are used on my website.

****If you have a concern about my approach or practice, you should primarily talk to me as soon as possible. Ruptures within the therapeutic relationship can sometimes happen due to unconscious trauma which may play out between us. Together we can make what is implicit explicit by exploring what has occurred and this can lead to very deep healing and growth in the therapeutic work.**

If you are not satisfied after addressing your concern with me directly, and believe I have broken the NCPS Code of Ethics then you have a right to make a complaint to NCPS: [NCPS Complaints Process](#).

GDPR (General Data Protection Regulation, May 2018): Please be reassured that Brighter Days Counselling is registered with the Information Commissioner's Office (ICO ref: ZB438046). That means that any client details I keep are stored legally and ethically. For more details please refer to the Brighter Days Counselling Privacy Notice.

Gifts: Due to the NCPS code of conduct, I can't accept gifts. However, testimonials via email are welcome for my website (and will be kept confidential).

Open Times:

Mondays, Tuesdays and Wednesdays, & Thursdays: 10am-8pm (last session 7pm).
Fridays 10am-5pm (last session 4pm).
Closed at weekends, and usually on all UK Bank Holidays.

Please be aware that sessions may be in progress during these times, so I will respond to any enquiries as soon as I am able, usually within a few days.

The T&Cs will be subject to review and will be updated as considered necessary by Suzie Bright, the Counsellor. You will be notified of any changes to these T&Cs.