

Client Counselling Agreement

Failure to attend the counselling session without giving 24 hours' notice will result in a cancellation charge for the cost of the session being issued, this will subsequently result in all further counselling sessions being placed on hold until payment or agreement has been made.

OTR Email: info@otr-norfolk.org.uk

OTR Text only Number: 07986 286674

OTR Landline: 01603 626650 NB if leaving message please state clearly your name & date message left.

Please read and agree the following conditions of this agreement:

1. I agree to read the information sheet 'About your Counselling' and accept the conditions I also agree to bring up any concerns I may have within two weeks of my counselling start date.
2. I agree to attend all counselling sessions unless pre agreed with my counsellor or if I have contacted OTR using one of the ways listed above.
3. I agree, if I am unable to attend, I will contact OTR giving 24 hours' notice of appointment date using one of the ways listed above.
4. I agree that if I do not attend my session/s, and do not inform OTR with 24 hours' notice a charge for the cost of my session will be issued with any future counselling sessions placed on hold until payment made or until you have spoken to our admin team.
5. I agree that if I do not pay for the missed session/s or have not spoken to OTR concerning the payment, within 2 weeks of the missed session/s date OTR will assume I no longer wish to have counselling and end my sessions with the Counsellor and close my file. I also agree to pay the full donation cost of the 2 sessions missed.
6. I agree that if I do not attend two consecutive sessions and have not contacted OTR to let know of my absence, OTR will assume I no longer wish to have counselling and end my sessions with the Counsellor and close my file. I also agree to pay the full donation cost of the 2 sessions missed.
7. I agree, if I feel I do not want any further sessions that I will attend an ending session with my Counsellor. If that is not possible that I will contact OTR and give a weeks' notice that I do not wish to have any more sessions.

I understand and accept the conditions of the Client Counselling Agreement. I also confirm that I have read 'About your counselling':

Clients Name (Printed):

Clients Signature:

Date of Agreement: