

Adult Individual Therapy Agreement

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Therapist	Melisa Adams
Professional status	Senior Accredited BACP Psychotherapist
Delivery	Online video or telephone
Contact	info@designyourmind.co.uk

Purpose and professional framework

Therapy is a collaborative space for exploring emotions, experiences, behaviour and relationships. I offer integrative, trauma-informed and neurodivergent-affirming therapy. Outcomes cannot be guaranteed. We will agree aims, review progress and consider whether the work remains helpful and appropriate. I work within the BACP Ethical Framework applicable at the time of the work.

Sessions and fees

- Individual therapy: £75 for 50 minutes.
- EMDR therapy: £90 for 60 minutes.
- Free initial consultation: 15 minutes.
- Frequency and any planned number of sessions will be agreed together.
- Changes to fees or terms will be discussed in advance, recorded and agreed rather than imposed only through a website update.

Payment, cancellation and insurance

Payment is due in advance or on the session day by bank transfer. Payment instructions are supplied directly and are not published online. At least 48 hours' notice is required to cancel or rearrange. Late cancellations and missed sessions are normally charged in full; exceptional circumstances will be considered fairly. If I cancel, no fee is due. If an insurer or other third party pays, we will clarify authorisation, information sharing and responsibility for unpaid fees before work begins.

Confidentiality and its limits

Sessions are confidential, but confidentiality is not absolute. I may share the minimum necessary information where you authorise it, where law or a court requires it, for safeguarding, where I reasonably believe there is a serious risk of harm, or to establish, exercise or defend legal claims. Where possible and safe, I will discuss a proposed disclosure with you first. Client work is discussed in clinical supervision with identifying details minimised.

No recording, transcription or AI tools

No participant may audio-record, video-record, photograph, live-stream or transcribe a session, or allow an AI notetaker, meeting assistant, bot or automated summary tool to join it, unless a separate written agreement has been made in advance. Any agreed recording must have a defined purpose, lawful basis, access controls, retention period and secure deletion plan. Undisclosed recording may lead to the session being stopped and the working agreement reviewed, with safety and fairness considered.

Online and telephone sessions

Join from a private place using a secure device and connection. At the start I may confirm your current location and emergency contact. Tell me before a session if you are outside the UK because legal, insurance, safeguarding or professional restrictions may affect whether the session can proceed. If technology fails, we may continue by telephone or rearrange by agreement.

Emergencies

This is not an emergency or 24-hour service and messages may not be read immediately. If anyone is in immediate danger, call 999 or attend A&E. For urgent mental-health support contact a GP, NHS 111, the local crisis service or Samaritans on 116 123.

Records, communications and boundaries

I keep relevant, accurate and limited records as explained in the Privacy Notice. Email, text and telephone are mainly for appointments and brief practical matters. They are not emergency or routine therapy channels. I do not accept personal social-media connections from current or former clients. Tell me if a contact method is unsafe for you.

Breaks, endings and complaints

You may end therapy at any time, although a planned ending is recommended. I may pause or end work that is outside my competence or where there are safety, boundary, persistent attendance or payment concerns. Where appropriate I will explain why and discuss onward support. Concerns can be raised directly with me. Data-protection complaints follow the Privacy Notice; professional-conduct information is available from BACP.

Privacy Notice

The current Privacy Notice explains the personal information used, lawful bases, special-category condition, recipients, retention, transfers, security, rights and complaints route. It forms part of this agreement.

Electronic acceptance and signatures

Electronic acceptance has the same purpose as signing a paper copy. The completed record should identify this document's title and version, the signer's name, signature, date and submission audit trail. Each signer must receive a completed copy.

- ☐ I have read and understood this agreement and the Privacy Notice.
- ☐ I have had the opportunity to ask questions and agree to the session, fee, cancellation and confidentiality terms.
- ☐ I agree that sessions will not be recorded, transcribed or attended by an AI tool unless separately agreed in writing.

Full name

Email address

Electronic signature

Date
