



For All Communities Empowered Together

Time-2-Talk Counselling Service Terms & Conditions

These terms & conditions were last updated October 2025 and apply to services provided by Facet Therapy.

1. **Contracting:** This document serves as a binding contract that clarifies expectations, processes, and responsibilities between clients and therapists of Facet Therapy. Therapists, also known as counsellors, practitioners, or psychotherapists, have up-to-date DBS, are accredited by a governing body and hold Professional Liability Insurance, enabling them to carry out services to clients.
2. **Contracts:** Once clients contact Facet Therapy to enquire about therapeutic services, they will have obtained an Authorisation Number from Bupa. This allows them to begin any suitable service for their needs. This document, 'Time-2-Talk Counselling Service Terms & Conditions', will be sent in advance to attendees before their first appointment. It outlines a contractual agreement for the service; therefore, the client should read and understand the points in this document at least two days prior to their appointment, giving them enough time to observe the cancellation notice. The assessment meeting will conclude with directions for therapeutic work and the methods that will be used during the specified sessions. Various methods of communication are employed to provide flexibility and choice.
3. **Responsibilities:** Therapists are responsible for their well-being and must provide a suitable environment for the therapeutic relationship to begin. This includes engaging in their clinical supervision, which supports their profession, adheres to ethical guidelines, and upholds the principles of the therapeutic process. Likewise, clients are responsible for attending their appointments in a manner that is coherent and respectful. This helps maintain good practice and enables clients to seek support outside of sessions as needed.
4. The therapist and client will liaise under these Terms & Conditions. However, should there be a situation where the agreed-upon communication is no longer permitted, an alternative will be made to maintain the therapeutic relationship and working alliance. For example, if the internet connection fails during an online therapy session, a WhatsApp call or telephone exchange will be offered. Both parties are responsible for their security systems to minimise potential risks and comply with relevant privacy laws.
5. Clients must also consider their privacy during sessions and engage in a space that is safe and confidential. Clients are advised to keep scribed notes and images private and to arrive at appointments coherently and on time to get the most out of the session.
6. The therapist is also responsible for their practice limitations and must refer to external agencies with the client's consent when necessary. This can be to specialist agencies, a GP or other services suitable for the client. For children and young people (CYP) under 18 years, the parent or guardian must sign the appropriate Consent Form to ensure transparency is maintained.
7. Family members can access treatments through the account holder's policy, although they may receive a separate membership number. Confidentiality will remain between the therapist and the family member accessing the service. Invoices will be issued and paid directly from Bupa's finance department.



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8. **Authorised treatment:** Once the treatment is authorised and underway, it is the policyholder's (or the designated family member's) responsibility to keep the policy up-to-date. If the policy expires, the policyholder can either pause the sessions until a new policy takes effect or pay privately until renewal. After renewal, any remaining sessions will proceed, and Bupa will invoice accordingly.
9. **Cancellations & Charges:** Please note that clients who do not attend their session (whether cancelled or missed) will still be charged for it. If the Therapist is unable to contact their client for three weeks, the case may be closed, and the client will be informed by email or text message. Once a case is closed, the client must contact Bupa to discuss further sessions. If these are authorised, clients can return to Facet Therapy or choose an alternative provider.
10. **Children & Young People (CYP) only:** The intervention for CYP is dependent on the child's age, mental and physical capacity and the type of therapy offered. Facet Therapy will commence online, with 1:1 or parent-child work for children aged 10 years and over. CYP are assessed and observed under the Gillick competence (1985) and Fraser guidelines (1985) and supported by their parent or guardian. For more information, please refer to the Facet Therapy Guidance; however, Bupa's recommended allowance and sessions will apply.
11. **Holidays/Leave:** Where possible, clients should notify therapists of holidays that occur before counselling commences. In some cases, it may be suitable for sessions to start upon return from a holiday. Likewise, therapists will inform clients of their leave and replace any missed or cancelled sessions beyond their control (e.g. unexpected safeguarding meetings, sick leave, or bank holidays).
12. **Ending Contracts:** Bupa will offer a required number of sessions. Once they have come to a natural end and no additional sessions are pending, the contract terminates. However, contracts can be cancelled with immediate effect depending on the level of risk to either party. This also pertains to natural or environmental disasters. At the end of the contract, the relationship remains professional. Facet Therapy believes in healthy endings and will help clients achieve this as part of their ending process.
13. **Confidentiality:** This is paramount and essential to the counselling and psychotherapy process, but it can be breached in exceptional circumstances. a) If there are safeguarding issues around children or vulnerable adults, b) if the client is at risk of harm or danger to themselves or others or the building, or in breach of their agreement to the 'No Suicide Contract (NSC), or c) partaking in criminal acts that place themselves or others at risk, or d) infringement of cyber laws including bullying, harassment, fraud or terrorism, e) discriminatory acts that cause distress or harm to others.
14. **Confidential Notes:** Client case notes are minimal and factual to maintain discretion. They are kept securely for safety and confidentiality purposes. Notes are not shared with Bupa or third parties unless a level of risk and clinical, medical, or mental support is required. When this occurs, a mindful and sensitive approach is advocated. It is rare, but in extreme circumstances where legal steps have been taken, the court may subpoena therapists to disclose client notes. The therapist has an ethical and moral duty to the client and the court to present notes with integrity, transparency and honesty. Relevant sessions can be arranged to discuss this process; however, clients are advised to seek legal representation for expert advice.



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15. **Additional Support:** Clients and therapists must take reasonable steps to ensure their own safety and access resources within the country where they reside. Facet Therapy is registered in the UK and in partnership with its sister company, KidsTime2Play (www.kidstime2play.co.uk / Kidstime2play@hotmail.com). Therapy is offered to clients internationally (excluding the USA and Canada), and we have listed a few UK numbers for support: Emergency 999, NHS 111, Samaritans 116123, Suicide Helpline 08081151505 or UK Childline 08001111.

Data Protection, Consent & Confirmation Statements

1. "Facet Therapy will need to collect the personal information contained within an Assessment to understand what help a person may need. If we cannot meet all the client's needs, we will discuss this and obtain consent to liaise with other professionals/organisations. In doing so, clients will receive a holistic and joined-up service to ensure they receive the support they deserve."
2. "Facet Therapy will treat the information as sensitive and confidential and will not share it for any other reason unless we are required to by law. As Professionals, we have an ethical duty of care to practice in the best interest of clients. Therefore, the contents are treated as confidential and sensitive data under the Data Protection Act 1988 and are shared and stored only on a 'need to know' basis under the GDPR 2018 to professionals providing a duty of care to that client. Contracts (including Terms & Conditions, self-funded financial agreements, consent forms, or dual practitioner practice forms) where personal data is gathered and shared, will only be used for registering and confirming the contract made between two or more parties that outlines part of the expectations of the service."

Client Confirmation Statements:

1. Therefore, I (as the client) understand the information recorded on relevant forms will be stored and used to provide services to myself (or my child who is under 18 years).
2. The reasons for information sharing and information storage have been explained to me in this form, and I am of sound mind to comprehend these reasons.
3. I can confirm there is no child(ren), young person or family member in my care or residence that is subjected to any form of abuse, harm or danger. I understand any concerns will be recorded, and the appropriate safeguarding procedures will be followed.
4. These Terms & Conditions help to inform me of the responsibilities and the importance of counselling and psychotherapy. I have entered a binding contract by engaging with the service and booking appointments. It is essential to keep this document safe and refer to it as needed.
5. I will contact Marcia Rowe, Founder and Director of Facet Therapy, at Facettherapy@gmail.com or 07930304495, should there be any difficulties, complaints, or expressions of goodwill.

Marcia Rowe, Director & Founder
Facet Therapy