

## Terms of Service

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### Families

#### Introduction

This is an agreement between The Practitioner and the client or Parent / Legal Guardian of the client. Please read through this in advance of attending any sessions. If you have any questions or require clarification about anything in this document, please contact us in advance of your session.

By attending your first session, you are acknowledging that you understand and agree to abide by the policies detailed in this document. Please respond in writing (including email) if you do not agree to the terms and conditions of this agreement and we will discuss this with you before attending your session.

#### Scope of services and out of hours

Our Practitioners are qualified to work with a variety of people and problems, but sometimes it may be appropriate for another professional to support you to address a particular concern. If this is the case our Practitioners will discuss it with you and provide a referral to another professional.

Contact outside sessions is encouraged mainly for re-scheduling appointments. Please be mindful that The Child Psych does not offer a crisis service. If you require emergency support please contact your GP, NHS 111 online service, or 999. However, in a crisis situation you can leave a message by email or text and a Practitioner will be in contact as soon as they are able.

#### Confidentiality and supervision

All Practitioners at The Child Psych abide by their professional codes of practice including confidentiality as defined by their accrediting organisation. This includes the responsibility to manage your information confidentially and in line with GDPR.

The information about current or past clients, and anything shared during sessions is considered confidential information and cannot be disclosed without written or verbal consent to do so. There are situations in which The Child Psych and/or your Practitioner may be mandated or allowed to share information without your consent:

1. Where The Child Psych and/or the Practitioner is compelled by a court of law.
2. Where the information is of such gravity that confidentiality cannot be maintained. This includes instances in which the Practitioner considers the client or others to be in imminent danger. For example:
  - Threat of harm to someone else or to yourself; or
  - Abuse to child, disabled person, elderly, or other people.

3. Any other instance where the Practitioner has a firm belief that there is a necessity to disclose.

The Child Psych and/or your Practitioner will endeavour to speak to you before breaking confidentiality and any recommendations will be documented. If this is not possible due to any limitations or unforeseen circumstances, The Child Psych and/or the Practitioner may have to proceed with the breach of confidentiality.

Further information regarding confidentiality can be found in The British Psychological Society Practice Guidelines (August 2017).

The Practitioner also requires your confidentiality. Any material produced in the session (e.g., session notes, written homework, and psychoeducational material) is intellectual property of The Child Psych. It is not permissible for you to disclose any written, recorded, or distributed correspondence/material related to the session, pre-session or post-session. The correspondence and all therapy material shared between you and the Practitioner is issued and intended for your use according to the Client's individual treatment plan. Under no circumstances are you permitted to record (video, audio) the session (on a phone or any other device) unless the Practitioner has issued consent in writing.

Practitioners are required by their professional accrediting bodies to be in regular clinical supervision where they discuss aspects of their work with a clinical supervisor and / or outside clinical sources who are also accredited with a professional body, abide by the ethical framework and guidelines of their profession, and are bound by confidentiality. Practitioners do not reveal personal identifiable information during these sessions and supervision itself is confidential between practitioner and supervisor.

### **Sessions and cancellations**

Our Practitioners regret that if you are late for an appointment, they will not be able to make up time. It will be up to the Practitioner to use their professional judgement whether to complete a partial session, or reschedule, however standard charges will apply.

Your Practitioner reserves the right to terminate the session if the Therapy is not considered in the best interest of the patient. The Practitioner reserves the right not to disclose the reason for the session's termination. In these circumstances, no refund will be given.

Sessions cancelled less than 2 working days in advance or missed sessions will be charged the full standard rate.

### **Fees and Payments**

Fees vary by type of session or assessment. A price list of services relevant to you will be provided in advance of sessions. If you are having any trouble with payments, please contact The Child Psych in the first instance.

Private Pay:

For interventions and assessments, payment should be made in advance of the beginning of each session or a 'package' of sessions may be purchased in advance with the desired number of session (e.g. 4-12 sessions). For Kids Groups, payment for the full term of sessions should be made in advance at the beginning of the first session.

Payments can be made by bank transfer, online by card, or in our offices. A payment receipt can be provided to you upon request. The Child Psych reserves the right not to start a session / term until payment has been received.

Insurance:

Please agree the scope of cover with your insurer and provide The Child Psych with your insurance details in advance of your first session. The Child Psych will work with you to invoice your insurer according to their requirements, and if appropriate, invoice your insurer directly.

## Your rights and complaints

You have the right to access your clinical notes. Beyond the clinical notes, any details held about you are for the Practitioner's own use and not shared. If you would like a copy of some or all of your clinical notes, then you can request these in writing (or via email) to the Practitioner.

If you have a complaint or wish to discuss any aspect of your care, please contact Dr Pippa Busch. For complaints about your Practitioner, you may contact their professional body. You can find information about your practitioner and accrediting organisation on our website.

## Educators and Media

### Introduction

This is an agreement between The Child Psych and the Client. Please read through these Terms of Service in advance of signing the Booking Form. If you have any questions or require clarification about anything in this document, please contact us in advance of signing the booking form.

By signing the Booking Form, you are acknowledging that you understand and agree to abide by the policies detailed in this document. Please respond in writing (including email) if you do not agree to the terms and conditions of this agreement and we will discuss this with you in advance of confirming the booking.

### Booking services

Following discussions with The Child Psych about your requirements, you will receive a Booking Form via email which will include:

- Description of the service(s) to be provided, including details of approved usage of any materials provided / shared by The Child Psych
- Date(s) and time(s)
- Location(s) or channel(s) (e.g. Zoom)
- Costs

The Booking Form must be signed and returned to The Child Psych to confirm a booking - your dates and times will be available to others until the signed Booking Form is returned. Following receipt of the signed Booking Form we will send you an invoice.

Any change to the details in a signed Booking Form (e.g. moving dates) will be discussed with you, and a further Booking Form will be sent to you to sign.

### Cancellations

Cancellations must be made in writing (or via email). Cancellations made by the client within 4 weeks of the date of delivery will be subject to a 50% charge, and cancellations within 2 weeks of the date of delivery will be charged at the full cost. Cancellations made by The Child Psych will be charged based on the proportion of the services provided.

The Child Psych reserves the right to terminate the delivery of services if the Practitioner is subject to any adverse circumstances, including but not restricted to, inadequate or unsafe facilities where the client has organised the location, inappropriateness / abuse, or if it becomes clear that The Child Psych IP is being used in a manner not set out in the Booking Form. The Practitioner reserves the right not to disclose the reason for the session's termination. In these circumstances, no refund will be given.

### **Fees and payments**

Costs will vary based on the personalised scope of services agreed on the Booking Form (see Booking Services section above). Following receipt of the signed Booking Form, the invoice will be sent to you.

Payment should be made within 28 days of the date on the invoice. Payments can be made by bank transfer or online by card. A payment receipt can be provided upon request.

### **Your rights and complaints**

If you have a complaint or wish to discuss any aspect of our engagement with you, please contact Dr Pippa Busch. For complaints about a Practitioner, you may contact their professional body. You can find information about practitioners and accrediting organisations on our website.