

# Your Guide to Our Psychotherapy Sessions and Services

## Patient Guidelines

These Patient Guidelines are intended to provide clear, transparent information about how psychotherapy services at Avenue Psychotherapy Services are delivered.

They outline practical, ethical, and professional arrangements so that all parties understand what to expect before, during, and after engagement with the service.

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### 1. Nature and Scope of the Service

Avenue Psychotherapy Services provides professional psychotherapy services in accordance with recognised ethical, clinical, and professional standards. Services are offered to adults and are tailored to individual needs following an initial consultation.

Psychotherapy is a collaborative process. While professional care, competence, and commitment are assured, the therapeutic progress depends on many individual and contextual factors.

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### 2. Initial Contact and Enquiries

Initial contact is made via email or through the website contact form. Telephone contact is not routinely used.

Following an enquiry, a brief initial discussion may be offered (typically up to 15 minutes) via an online platform such as Microsoft Teams or Zoom. This discussion is intended to:

- Clarify the nature of the service
- Consider suitability for psychotherapy
- Address initial questions
- Discuss practical arrangements

This initial discussion does not constitute psychotherapy and does not establish a therapeutic contract.

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### 3. Assessment and Commencement of Therapy

Psychotherapy begins only once:

- Suitability has been agreed
- An appointment has been scheduled
- Payment has been received in advance

Appointments are considered **confirmed only upon receipt of payment**. Unpaid appointments remain provisional and may be released if payment is not received within the agreed timeframe.

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### 4. Session Format and Delivery

Sessions are delivered:

- Online (via secure video platforms such as Microsoft Teams or Zoom)

Clients are responsible for:

- Ensuring a private, quiet, and confidential environment
- Having a stable internet connection
- Using appropriate equipment (camera, microphone, headphones where needed)

The psychotherapist cannot be held responsible for disruptions caused by technical failures outside their control.

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### 5. Fees and Payments

All sessions are payable **in advance**.

Key points:

- Payment is required before each session
- Sessions will not proceed unless payment has been received
- Fees are communicated clearly prior to booking

Payments are accepted via online methods by PayPal and/or Stripe only.

Cash and in-session payments are not accepted.

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## 6. Cancellations and Rescheduling

Clients are asked to provide **at least 48 hours' notice** if they need to cancel or reschedule a session.

- Cancellations made with sufficient notice can be rescheduled, subject to availability
- Late cancellations or non-attendance can result in the session being charged in full

Exceptions will be considered in all cases of genuine emergencies or circumstances outside the client's control, at the psychotherapy practitioner's discretion.

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## 7. Missed Sessions (Non-Attendance)

If a client does not attend a scheduled session without prior notice:

- The session will be considered missed
  - The full fee remains payable
  - The psychotherapist is not obliged to extend or replace the session
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## 8. Refund Policy

Fees paid for sessions are **non-refundable** once a session has been booked.

Refunds are not provided for:

- Missed sessions
  - Late cancellations
  - Sessions affected by client-side technical issues
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## 9. Boundaries and Communication

Professional boundaries are to be respected and maintained at all times.

- Communication outside sessions is limited to practical matters (scheduling, payments, documentation)
- Therapeutic content is addressed within scheduled sessions only
- Email responses may not be immediate and should not be used for urgent matters

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## **10. Confidentiality and Record Keeping**

Strict confidentiality is a fundamental part of psychotherapy.

- Clinical notes are kept securely and anonymously
- Information is not shared with anyone without consent, except where they are required by the Law

Further information regarding data protection and confidentiality can be provided upon request.

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## **11. Online Therapy Considerations**

Clients should be aware that online psychotherapy differs from in-person work.

Considerations include:

- Reduced non-verbal cues
- Dependence on technology
- Responsibility for privacy in the client's environment

By engaging in online therapy, clients accept these limitations.

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## **12. Suitability and Right to Decline or End Therapy**

The clinician reserves the right to:

- Decline to offer therapy if it is not clinically appropriate
- Recommend alternative services where necessary
- End therapy where ethical, professional, or practical considerations require it

Clients may choose to end therapy at any time.

However, we encourage providing notice in advance so that the ending can be planned in a structured way.

This allows the therapist and client to work together to review progress, consolidate gains, and address any remaining concerns.

Therefore, the conclusion of therapy can be a meaningful and supportive process rather than an experience of an abrupt ending.

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### **13. Ethical and Professional Standards**

Services are provided in line with recognised professional and ethical frameworks that guide the psychotherapy profession in the United Kingdom.

Our psychotherapists engage in ongoing professional development and/or clinical supervision to maintain safe and effective practice

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### **14. Recording of Sessions**

Recording of psychotherapy sessions, whether audio or video, by patients or any other party is strictly prohibited unless explicitly authorized in writing by both parties, or if required by the Law.

Any unauthorized recording is considered a breach of the therapeutic agreement and professional ethics, and may lead to prosecution by the Law.

This policy helps maintain confidentiality, trust, and the integrity of the therapy process.

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### **15. Agreement and Acknowledgement**

By booking and attending sessions, clients confirm that they:

- Have read and understood these Patient Guidelines
- Agree to the terms outlined
- Accept responsibility for payments, attendance, and engagement

These guidelines are subject to periodic review and may be updated as required.

***Avenue Psychotherapy Services 2026***

*Last updated: 01/01/2026*