

1. All communications between you and your therapist are strictly confidential. Please note that this confidentiality extends to children and adolescents. The only occasions when our therapists **may** break confidentiality is in the event of suicidal intent, self-harm, a genuine threat to the safety or wellbeing of others (including spouses and children) or in incidences of sexual abuse.
2. Please note our therapists **will not** communicate by phone, email, instant messaging or through any form of social media with parents, relatives or next of kin of clients. All communications are assessed and monitored to ensure compliance with existing confidentiality and GDPR laws. All communications will be monitored by our clinical secretary and not by trained mental health professionals. Please note you may not receive a reply to your communications. We do not mean to cause offense, but we have taken this step to ensure more time is spent working with our clients and to allow more time to provide additional appointments for those who need them. The weekly appointment invitations will now be issued by our clinical secretary.
3. Smaointe CBT Mental Healthcare Counselling Services **is not** a crisis service. Resultingly, in the case of a mental health emergency please contact the relevant organisations at the bottom of this document. Please note our answering machine, social media accounts and messaging services are not monitored 24/7. We ask that clients and family members of clients **do not** contact us unless it is a genuine emergency. All forms of communications will be triaged by our clinical secretary, and you may not receive a reply if the communication is not deemed to be essential.
4. Consultation fees **must** be paid at the end of each appointment. There are no exceptions to this. Late payments will be subject to a processing fee of €10 and no further appointments will be offered until the outstanding balance is settled. Please note that cancellations within 24 hours

of your appointment time will be charged the full amount of your consultation fee. There are no exceptions to this. Cancellations made outside of this time frame will not be charged any fee. Individuals that do not show up for their appointment will not be offered any more appointments and will be charged the full amount. Please note this is a legally binding agreement.

5. Smaointe CBT Mental Healthcare Counselling Services operates on an appointment basis **only**. Please do not attempt to enter the building without a prior booking. All bookings are confirmed with an appointment reminder. This reminder will be sent with enough time to respond before the appointment is due to take place.
6. Smaointe CBT Mental Healthcare Counselling Services is open Monday – Saturday, 9am to 8pm for therapy sessions and Monday – Friday, 9am to 12pm for general queries, weekly. We are unable to offer appointments or answer queries outside of these times. All appointments are 50-55 minutes in length. We ask all clients to arrive early as we cannot extend appointments to accommodate those who arrive late.
7. Due to the nature of counselling process and the inherent confidentiality needed to make the process viable, our counsellors and therapists **will not** under any circumstances associate with clients in social situations. This may mean your counsellor or therapist may not acknowledge you in public settings in order to **protect your confidentiality**.
8. If you are requesting documentation from your therapist, the following charges will apply:
 - Itemized Invoice €10
 - Letter for Doctor, School/College or Workplace €60
 - Comprehensive report for Criminal or Family Court/Juvenile Liaison/Probation €300
 - Signed _____ Date: _____