



*MB Therapy*  
Person-Centred Counselling

Therapy Terms

## **Terms and Conditions – Client Agreement**

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## Introduction

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This policy outlines the overall terms and conditions for counselling sessions no matter how or where it may be conducted. It ensures that clients have an understanding of both the limitations and responsibilities of the therapy service.

## Scope

This policy applies to all counselling sessions conducted through:

- Video conferencing platforms (e.g., Zoom, Microsoft Teams, etc.)
- Telephone or mobile phone
- Any other online communication method agreed upon
- In-Person Sessions

## General Terms and Conditions

I understand that the service provided via MB therapy is not intended for crisis situations and urgent needs. In a crisis situation, I agree to call 999 or visit the nearest A&E department.

I also understand the general risks and benefits of both online and in-person based psychotherapy and also understand that confidentiality has limitations.

The counselling services I provide are intended for general emotional support and personal development purposes only. While I am committed to creating a safe and supportive environment, I cannot guarantee specific outcomes or improvements to your mental health or wellbeing.

## **By engaging in counselling, you acknowledge and agree to the following:**

- *No Guarantee of Results*

Counselling is a collaborative process. The effectiveness of counselling depends on many factors, including your personal circumstances, engagement, and external influences. I cannot be held personally liable if your mental health or wellbeing does not improve, or if you do not achieve the outcomes you were hoping for.

- *Personal Responsibility*

You remain responsible for your own decisions, actions, and wellbeing at all times. Counselling does not replace medical advice, psychiatric treatment, or other professional services. If you are experiencing a medical or psychiatric emergency, you should contact your GP, psychiatrist, or local emergency services immediately.

- *Limitation of Liability*

To the fullest extent permitted by law, I shall not be held personally liable for any loss, damage, or harm—whether physical, emotional, psychological, financial, or otherwise—that may arise in connection with our counselling sessions.

- *Scope of Service*

Counselling provided does not constitute medical, legal, or financial advice. Where appropriate, you may be referred to other qualified professionals for further support.

- *Confidentiality & Exceptions*

While sessions are treated as confidential, exceptions exist where there is a risk of harm to yourself or others, or where disclosure is required by law.

I am not bound by confidentiality, if in good faith, I feel that I can assist in the prevention or detection of a serious crime, this includes safeguarding issues regarding children or vulnerable adults, crimes regarding substantial financial gains and losses, and acts of terrorism.

I reserve the right to break confidentiality if I think that you have become a danger to yourself or other people. I will attempt to discuss this with you and my supervisor first, but this may not always be possible.

- *General housekeeping*

I provide both short and long-term therapy and we can discuss the planned duration of our work together during our initial session.

Additionally, I will work with my therapist to set expectations regarding how often we communicate and when I can expect the therapist to respond to my messages.

By participating in counselling sessions, you confirm that you understand and accept this disclaimer.

## **Questions or Concerns**

For any questions or concerns regarding this policy, clients are encouraged to contact myself directly via email or telephone before sessions.