

Terms and conditions

Payment

Payment is normally made at the end of each session, or paid in advance for a set number of sessions. Check, cash or credit card are the only forms of payment we currently accept.

Cancellation and missed session policy

If you are unable to attend your appointment please let us know as soon as possible. The required notice for cancellation is 24 hours. Where there is less notice, or if you fail to attend your appointment, the full fee will be charged. We hope clients appreciate that it is rarely possible to fill these appointments at such short notice which is why we are obliged to charge for the Therapist's time.

Confidentiality

Confidentiality is an integral part of counseling and psychotherapy and is seen as essential to building the therapeutic relationship and ensuring the client's sense of safety. The therapeutic process encourages the client to be as open and honest as possible and inevitably personal experiences and sensitive information is disclosed. It is vital therefore that the client can trust that everything discussed will remain completely confidential. All information will remain confidential unless both the client and therapist agree to discuss something with a third party. The only circumstance where confidentiality might be broken would be if there was a serious risk to the client's life or if another person's life was at risk; alternatively, in the rare instance where the therapist was liable to civil or criminal court proceedings if they did not disclose client information. If at all possible this would be discussed at length with the client beforehand and everything would be done to safeguard client confidentiality despite.

Handling of personal information

The Relationship Institute of San Francisco holds all records securely and ensures the utmost confidentiality in the treatment of any information held about its clients. No information will be disclosed without the client's written permission, except under certain rare legal circumstances (e.g. Child Protection). Copies of these codes, as well as our own Informed Consent, are available on request.

Disclaimer

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