

## TERMS OF BUSINESS

### Fees

To discuss my fee for assessments, consultations, sessions, or supervision, please use the contact form <https://www.draurorafalcone.com/contact>

I reserve a limited number of lower-fee appointments for self-funding patients on reduced incomes. If this may apply to you, we can discuss it during your initial appointment.

### Missed or Cancelled Sessions

Once we agree on a regular session time, this slot is reserved specifically for you on a weekly basis. I **require at least 48 hours' notice for any cancellations or requests to reschedule**. Please note that rescheduling is generally not possible and cannot be guaranteed.

Missed sessions or cancellations with less than 48 hours' notice — including those made with a view to rescheduling — will incur the full session fee. Once a session is cancelled, that time may be offered to someone else or used for other purposes. **A cancelled session can only be reinstated if the cancellation was made with at least 48 hours' notice and if availability permits.**

Important: I may not be able to hold your regular appointment slot in cases of repeated cancellations (two or more occasions), even with sufficient notice, or if there are changes to the agreed frequency of sessions.

To retain their regular appointment slot, self-funding patients are expected to pay for all sessions, including missed or cancelled appointments, even if notice is given. This arrangement applies only to specific, occasional instances such as pre-booked holidays or medical emergencies and does not cover situations involving ongoing uncertainty or inconsistent attendance.

### Billing and Payment

Invoices are issued monthly, at the end of each month, covering all sessions held during that month.

Payment is due within **14 days** of the invoice date.

If payment is not received within this period, a **late payment charge of 5% of the invoice total** will be applied to cover the administrative costs of chasing overdue balances.

If you are experiencing financial difficulties, please contact me as early as possible so that we can discuss a suitable arrangement.

This applies only to invoices for services not covered by insurers (e.g., missed or late-cancelled sessions) and to invoices issued to self-funding patients. These fees are not claimable from Bupa or any other insurance provider. Payment is accepted by bank transfer only.

**Cancellation policy:** Cancellations made with less than 48 hours' notice are considered late and will be charged in full.

**Most insurers, including Bupa, do not cover missed sessions or late cancellations. In such cases, patients are billed directly under the agreed-upon Terms of Business, and these charges are not**

**submitted to insurers.** For example, if a session is missed on a Tuesday, the invoice will typically be issued by the end of that week. If a policy excess applies (e.g., the first £100 of treatment costs), this amount will also be billed directly to the patient. **Outstanding balances must be settled before further sessions can be booked.**

### Unpaid Fees

If payment is not received within the agreed timeframe, I will first send you a reminder. If the balance remains outstanding after this, the late payment charge above will apply. If payment is still not received, further steps may include referral to a debt recovery agency or a claim via the small claims court.

In such cases, only the minimum necessary personal data (such as your name, contact details, invoice amount, and a description of services provided) will be shared with any third party involved in recovery, in line with data protection requirements.

### Therapy contract

Following assessment, we typically agree on a set number of sessions, guided by recommendations from the NICE Guidelines (<https://www.nice.org.uk/>).

Therapy requires regular attendance and active engagement to be effective. A commitment to consistent participation is essential. If you experience challenges in maintaining regular attendance or if attendance becomes inconsistent, we will explore the implications together and discuss appropriate options.

The therapy plan is intended to remain flexible and can be revised collaboratively as your therapeutic goals evolve, such as shifting focus to new or different areas of concern. Some patients prefer an open-ended arrangement, which can be discussed and agreed upon together. Thoughtful planning for ending therapy is essential. If you begin to feel ambivalent or uncertain about continuing, I encourage you to share these feelings during sessions, enabling us to explore them collaboratively.

### Therapy process

During therapy, you may find that your difficulties initially feel more intense, especially when exploring distressing areas that may have previously been avoided. This heightened intensity is usually temporary and often leads to longer-term improvement as we work together to address these issues.

At times, relationship patterns or difficulties experienced with others can emerge within the therapeutic relationship itself, potentially leading to uncomfortable feelings. Such experiences offer valuable opportunities for therapeutic exploration, and I encourage you to discuss these feelings openly during our sessions.

If your needs extend beyond what I can offer alone, or if a different type of intervention would be more beneficial, we will discuss and explore appropriate options together.

### Social Media Disclaimer

Please note that I do not maintain any personal or professional social media profiles. Any account or page using my name is not affiliated with me or my clinical practice. This statement is intended to protect patient confidentiality and maintain clear professional boundaries.