

TERMS OF BUSINESS

Fees

To discuss my fee for an assessment/consultation, session or supervision, please use the contact form here: <https://www.draurorafalcone.com/contact>.

Self-funding clients: I have a limited number of low-fee vacancies for low-income clients, and we can discuss this in our first appointment. I review my fees annually.

Missed/cancelled sessions

Once we arrange a regular meeting appointment, I shall keep that time free for you and not use it for anything else. I, therefore, require all my clients to notify me if they plan not to attend their appointment with me and to have at least 48 hours' notice for this. **A no-show or late cancellation will result in a full fee charge.**

Please note: I cannot keep a slot if there are repeated cancellations (i.e., two or more), irrespective of the notice.

With self-funding clients, I can agree on them paying for any sessions cancelled by them if they wish to keep their slot.

Billing and payment

I ask for payment after the assessment/consultation, session, or supervision, and I will send the invoice after the appointment. For self-funding clients, I invoice directly; payment is due ten days from the invoice date. A late fee will be added 30 days after the invoice date. I only accept settlement by bank transfer.

Please note: insurers do not typically cover missed appointments/appointments cancelled outside the notice period. In this case, the client must pay the fee in full.

Therapy contract

I usually contract a number of therapy sessions with my clients following the assessment. For this, I am guided by the NICE Guidelines' recommendations (see link here: <https://www.draurorafalcone.com/links>); this can be reviewed to reflect any changes. For example, sometimes clients may find that the difficulties they experienced when they first started therapy are no longer present, or they have learned to manage them. However, they would now like to focus on another area of their life. Other clients might prefer to work in an open-ended way (this would need to be agreed upon). In any case, it is best to plan the ending carefully in advance. If a client is feeling ambivalent/unsure about therapy, I invite them to bring their thoughts and feelings to the session so that these can be explored.

Therapy process

During therapy, some clients may find that their difficulties can become more intense, particularly as they explore areas that they have been avoiding and find distressing. This should only be temporary/time-limited as we work on these problems and should lead to improvements over time as these difficulties are understood. Other clients may find that some of the issues they experience with people in their lives can happen in their relationship with the therapist, and this can be linked to them experiencing negative feelings. In this case, I invite the client to share their feelings with me to explore and address them – this is part of the therapeutic process.

Should a client need more support than I can provide alone, I will discuss this with them. Likewise, if a client would benefit from an intervention different from what I can provide, I shall discuss this with them.