

TERMS OF BUSINESS

Fees

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

Self-funding patients: I reserve a limited number of lower-fee appointments for patients on reduced incomes; if applicable, we can discuss this at your initial appointment. Please note that my fees are reviewed annually.

Missed/cancelled sessions

Once we agree on a regular session time, this slot is reserved exclusively for you. I require at least 48 hours' notice for cancellations or requests to reschedule. Please note that rescheduling is generally not possible. Missed sessions or cancellations with insufficient notice, including those linked to rescheduling requests, will incur the **full session fee**.

- **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 after each standalone assessment, consultation, session, or supervision. For ongoing therapy, self-funding clients will receive a consolidated monthly invoice covering all sessions held within that month. **Payment is due within 15 days of the invoice date. A late fee of 10% of the invoice total will be applied to overdue payments.** Payments are accepted by bank transfer only.

- From September 2024, monthly invoicing will apply to all ongoing sessions.
- **Please note:** Insurers generally do not cover missed sessions or late cancellations. In these instances, clients will be billed for all missed sessions at the end of the month. In cases where a policy excess applies, patients will be billed directly.
- **Outstanding balances must be settled before further sessions can be booked.**

Therapy contract

Following assessment, we typically agree on a set number of sessions guided by recommendations from NICE Guidelines (<https://www.draurorafalcone.com/links>).

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

The therapy plan remains flexible and can be revised if your therapeutic goals evolve, such as shifting focus to new or different areas of concern. Some clients 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, clients may find that their difficulties initially feel more intense, especially when exploring distressing areas previously avoided. This heightened intensity is typically temporary and often leads to long-term improvement as we address these issues together.

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