

# Counseling Agreement and Cancellation Policy

## Our Agreement for Working Together

This document outlines our professional agreement and helps ensure our sessions are productive, safe, and respectful for both of us.

**1. Your Privacy and Confidentiality** Everything we discuss in our sessions is **confidential**. I will not share any information with anyone without your explicit consent. There are a few rare exceptions required by law or professional ethics:

- If there is a serious risk of harm to yourself or someone else.
- If I suspect abuse or neglect of a child, an elderly person, or a vulnerable adult.
- If a court order or other legal requirement compels disclosure.

I will keep professional notes from our sessions to ensure I provide the best possible care, but these notes are also confidential.

## 2. Session Details

Our individual sessions will be **50 minutes** long (and couples/family sessions are 90 minutes long). To make the most of our time, please arrive promptly. If you arrive late, we will still end at the scheduled time. If you are more than 20 minutes late without letting me know, I will consider it a no-show and you will be charged for the session.

## 3. Fees and Payment 🇺🇸

The fee for each session must be paid **before the session begins** via [cash, bank transfer, UPI, etc.]. I will provide you with advance notice if there are any changes to the fee.

## 4. Your Role and Our Journey

Therapy is a **team effort**. The progress you make depends on your active participation. While I'm here to guide and support you, I cannot guarantee specific outcomes, as everyone's journey is unique.

## 5. Ending Therapy

You are free to end therapy whenever you feel ready. I may also recommend ending therapy if I believe it's no longer benefiting you, if ethical or legal concerns arise, or if there is a violation of our professional boundaries.

## 6. Professional Boundaries

Our relationship is strictly professional. To maintain the integrity of our work, we cannot have any personal, financial, or social relationship outside of our sessions.

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## Cancellation and Rescheduling Policy

To ensure fairness and maintain a consistent schedule for all my clients, I have the following policy regarding cancellations and rescheduling:

- **24-Hour Notice:** Please provide at least **24 hours' notice** if you need to cancel or reschedule a session. This allows me to offer the time slot to another client.
- **Late Cancellations and No-Shows:** If you cancel with less than 24 hours' notice or do not show up for your appointment, you will be responsible for the **full session fee**. This fee helps cover the time that was reserved for you.
- **Emergency Situations:** I understand that emergencies happen. If you have an unforeseen emergency, please contact me as soon as possible to discuss your situation.

Thank you for your understanding and cooperation.

## Terms and Conditions for Our Services

Thank you for choosing us! Here's what you need to know about our policies for payments, cancellations, and refunds.

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### 1. Payments

We use a secure, third-party payment gateway for all transactions. Please note that we are not responsible for any delays, interruptions, or failures that may occur during the payment process. While we take every precaution to ensure your data is safe, we cannot guarantee against unauthorized data use or theft.

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### 2. Refunds and Cancellations

We do not offer refunds for cancellations after you have registered and paid for a service. However, in specific cases, we do provide refunds under the following conditions:

- **Factual Errors:** If there was a clear mistake, such as a duplicate payment, an incorrect amount, or a similar payment error.
  - **Batch Requirements:** Our trainings and workshops require a minimum of **8 participants** to run.
    - If a program does not meet this minimum, we may either **reschedule** the program or **combine** your batch with another.
    - If a suitable alternative cannot be found, you will be notified and a full refund will be processed.
  - **Final Decision:** We reserve the right to review each refund request on a case-by-case basis and make the final decision. We may refuse a refund request for any reason we deem fit.
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### 3. How Refunds Are Processed

- **Payment Method:** All refunds will be issued to the **same account or card** used for the original payment. We do not issue cash or check refunds.
  - **Processing:** Refunds are processed only after a thorough verification of the account holder's details.
  - **Fees:** Any third-party fees you incurred, such as bank transaction or processing fees, will not be refunded.
  - **Special Offers:** We do not offer refunds for any registrations made during **discounted or promotional campaigns**.
  - **Documentation:** To claim a refund, you must provide valid documentation, including a copy of your invoice.
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### 4. Important Information

- **Communication:** It is your responsibility to provide accurate contact information. We are not liable if you miss any communications from us due to incorrect details.
- **Updates:** We reserve the right to update this policy at any time without prior notice. Please review this page before registering for any of our services.
- **Inquiries:** If you have any questions, please feel free to contact us.