

## 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 clients:* I reserve a limited number of low-fee appointments for low-income clients; we can discuss this at your first appointment. My fees are reviewed annually.

### Missed/cancelled sessions

Once we arrange a regular meeting appointment, that time is reserved exclusively for you. I require at least 48 hours' notice for cancellations. No-shows or late cancellations will incur a full fee charge.

- Please note: I will not be able to hold your regular slot if there are repeated cancellations (two or more), even if notice is provided.
- Self-funding clients who wish to retain their regular slot are required to pay for all missed sessions.

### Billing and payment

Invoices are sent after each standalone assessment, consultation, session, or supervision.

For ongoing therapy, self-funding clients will receive a consolidated monthly invoice for sessions booked within that month. Payment is due within 15 days from the invoice date; a late fee will apply for overdue payments. Payment is accepted by bank transfer only.

- *From September 2024*, monthly invoicing will apply for all ongoing sessions.
- Please note: Insurers generally do not cover missed sessions or cancellations outside the notice period. In such cases, clients will be billed in full at month-end.

### Therapy contract

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

The session plan is flexible and may be updated if your therapeutic goals evolve (e.g., shifting focus to new areas).

Some clients may prefer an open-ended arrangement, which would need to be agreed upon.

Thoughtful planning is important for ending therapy; if you feel ambivalent or uncertain about continuing, I encourage you to share these feelings during sessions so we can explore them together.

### Therapy process

In therapy, clients sometimes find that their difficulties feel more intense as we explore distressing areas they may have avoided. This intensity is generally temporary and should lead to long-term improvements as we work through these issues together.

Some clients may experience issues with others that also arise in the therapeutic relationship, potentially leading to uncomfortable feelings. I encourage open discussion in such cases, as this exploration is a valuable part of the therapeutic process.

If your needs extend beyond what I can provide alone, or if a different intervention would be more beneficial, we will discuss appropriate options.