

## Terms and Conditions for Counselling and Therapy

- Upon application you will be allocated a counsellor or therapist dependent on availability and location. We will also work with you to make sure this counsellor/ therapist is benefiting your mental health
- Each applicant will be allocated a number of sessions dependent on assessment. Harry's Pals will fund a maximum of ten sessions per person.
- In some instances, we will provide counselling to parents that have experienced a bereavement. This will be at the discretion of the Trustees and senior management. This opportunity is most likely to be offered to a family that we have supported in the past
- You will be required to let us know if you are not happy with your counsellor or therapist so that we can allocate you someone else
- You must let us know if you decide not to attend the sessions anymore so that we can allocate some sessions to another individual
- You must provide at least 24 hours' notice if you wish to cancel a session. Failing to do so may result in a cancellation fee and withdrawal of Harry's Pals support
- All information shared with Harry's Pals is completely private and confidential and will not be shared unless we have your permission
- We cannot guarantee that we will provide you with support, however providing you meet the criteria we will do our very best.
- The counsellor/therapist that you work with will assess you and hold your information that we will not be able to access.
- This service is free, but we do ask that anyone taking part in these sessions considers donating to Harry's Pals if able to, even if it's just a few pounds
- All counsellors and therapists that we use have their own privacy policies / safeguarding policies and are DBS checked.