

Psychotherapy Agreement

About This Agreement

As we begin working together, there are a few pieces of information that are important for you to be aware of. This information aims to support you in making a fully informed decision about moving forward together with therapy.

My Approach

My core training is within the person-centred experiential approach. That means I aim to offer you a warm, understanding and accepting relationship where you can explore any identities, issues or experiences in life.

When working together, you can expect me to listen to you deeply, and I will seek to understand your thoughts, emotions, and experiences from your own point of view. Rather than tell you what to do, or offering you solutions, I will respect your autonomy and help you explore your inner world and understand the meaning of your experiences. I will ask questions, and check if I'm understanding what you're sharing. I will also let you know what I'm noticing, but without making a judgement as to what that means. Instead, I will ask about what you think.

I may also offer you resources related to therapy, however, it is always up to you as to what you do with these. There is no expectation or obligation from me.

My Training and Qualifications

I am qualified to practise person-centred experiential counselling and psychotherapy, having gained a MSc with distinction in Person-Centred Counselling with the University of Aberdeen. I also have a BSocSc in Social Science from the National University of Ireland (Cork) and a MSc in Drug and Alcohol Studies from the University of Glasgow.

Together these qualifications, as well as my ongoing CPD, mean I practice within an anti-oppressive framework. In other words, in a way that is informed by an awareness of the social, political, cultural and economic world in which we live. You can read more about my values, background and further training on [my website](#).

Psychotherapy Agreement

Practising with Ethics and Accountability

I am a registered member of [Pink Therapy](#) and BACP (British Association for Counselling and Psychotherapy). I work within Pink Therapy's competencies of GSRD therapy and BACP's 2026 ethical framework for good practice. I am bound by BACP's code of ethics and practice, and I am also subject to the BACP complaints procedure. [Read about BACP's 2026 code of ethics here.](#)

I am a registered member of Scotland's PVG (Protecting Vulnerable Groups) scheme. [Read about the PVG scheme here.](#)

Confidentiality

I will hold everything that is discussed during your sessions in the strictest confidence. However, confidentiality cannot be promised if there is a risk of harm to you or other person(s). If you disclose information that indicates a serious risk to the health or life of you or another member of the public, I may be legally obligated to report this to the said person or the authorities to safeguard from harm. In such a situation, I will always aim to consult with you first.

In the instance that you wish for me to disclose information about you or your sessions to a third party, I will ask for your written consent.

To ensure good practice standards, I am required to have regular professional supervision. This provides me with support and aids in my development as an ethical practitioner. Supervision may involve client material being shared with my Supervisor. However, my Supervisor is also bound by confidentiality and I take care to not disclose any information that could identify you as a client.

Contact Outside Sessions

In the event that we accidentally meet in public, I will respect your privacy and will only acknowledge you if you greet me first.

If we happen to share a space in any circumstance, such as events or through mutual connections, it is important that we agree to maintain confidentiality and a formal relationship to protect the integrity of our therapy relationship. I recommend we discuss this in our first sessions to agree on an approach that works for us both. If we become aware of a close shared relationship, we will need to discuss the continuation of our therapy relationship and any potential implications.

Psychotherapy Agreement

Online Therapy

You might be wondering how effective online therapy is. I've shared what the research says on my website, as well as some points to consider about your safety and comfort when doing therapy online. [Read more here.](#)

Sessions

Your sessions last for 30, 50 or 80 minutes. There is no minimum or maximum number of sessions. Once we agree to work together, we will find and schedule a day, time and frequency that works best for you. For some people, having a few sessions closer together to begin with works, whereas for other people, having a longer space between feels best. Whatever way you choose to move through the process, we can adjust session scheduling to your needs as they ebb and flow.

Every person is unique and I work in a way that meets your individual needs. With that in mind, sessions involve regular check-ins to reflect on how you feel therapy is working for you, as well as moving toward meeting your personal goals.

If you would like to take a break from therapy or end therapy, please inform me of your decision via email or in session at your earliest convenience. If you are ending therapy, I may invite you to attend a final session to have a well-managed ending. However, you may choose whether this feels right for you.

Fees

If you are [booking](#) from the UK, sessions cost £40 (30 minute sessions), £60 (50 minute sessions) or £90 (80 minute sessions).

If you are [booking](#) from the Republic of Ireland or EU, sessions cost the € equivalent.

Sessions are payable via bank transfer, using the following details:

Bank: Monzo

Business Account Name: Jen Goff Counselling and Psychotherapy

Account Holder: Jennifer Goff

Account number: 72754932

Sort Code: 04-00-03

BIC: MONZGB2L

IBAN: GB19 MONZ 0400 0372 7549 32

Psychotherapy Agreement

Payment

Payment for each session is due no later than the day of the scheduled appointment. If payment is not received, I will contact you after the time of your session to remind you.

However, I understand that for some people, alternative payment schedules may be required. For example, paying for more than one session at a time before/after appointments. Where this is the case, this should be agreed directly either in session or via email.

Receipts for sessions can be provided on request.

Cancellations and Lateness

If you are unable to attend a session, I require 24 hours notice of cancellation. This is because I hold this time specifically for you. You will be charged the full session fee if you do not cancel within the stated period. Unforeseen emergencies will be taken into consideration and fee waivers may be offered at my discretion.

You can cancel via email or directly via Acuity Scheduling. You can find a link to cancel your appointment in your session confirmation emails.

If I am unable to attend your session for any reason, I will aim to give you a minimum of 24 hours notice. If such a cancellation occurs, you will be notified via email. Where possible, I will offer you an alternative session date/time, or a refund will be provided if applicable.

I hold the right to cancel your appointment at any point. If such a cancellation occurs, you will be notified before the session, and if applicable, a refund will be provided.

Regarding lateness, I will wait 30 minutes for you to arrive. I will contact you via email at 10 minutes past your appointment time to check in. If you do not arrive, you may still be charged for the full session, and the session may not be extended as this may run into a following appointment time.

Psychotherapy Agreement

Pronouns

While there is never any expectation or obligation that you share your pronouns with me, I recognise this can be an important aspect of many people's experience.

If you would like to share your preferred pronouns, you are very welcome to do so in the way that works for you. Be it when we meet, via the intake form on Konfidens or via email. With that in mind, my pronouns are they/them.

Accessibility

The most important part of therapy is the therapeutic relationship. However, there are a number of common expectations that can make online therapy inaccessible, but do not contribute to the quality of relationship between client and psychotherapist. For example, eye contact, physical stillness, background silence, or giving a reason to exit or leave a session.

Therefore, please note that I do not expect you to hold eye contact, remain still/seated, have silence in your background, or explain if you need to leave for any reason or duration.

What is important is that we can hear and communicate with each other to help us build a therapeutic relationship. If there is something else that would make therapy feel more accessible to you, please feel free to discuss it with me. You can do this when we meet, via the intake form on Konfidens or via email.

Clinical Executor

In the rare event of my sudden incapacitation or death, my Clinical Executor may access my client records via Konfidens. They will do this solely to contact you, ensure your immediate safety, and discuss future options or referrals. By signing this agreement, you provide informed consent for this limited breach of confidentiality strictly for emergency continuity of care.

Privacy Policy

You can find a link to my privacy policy [on my website](#).

Agreement

If you agree to the terms set out in this agreement, your digital signature will be requested on Konfidens.