

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.

With that in mind, this agreement sets out the practical arrangements and boundaries for our work together. It is intended to support a clear and collaborative therapeutic relationship, and we can revisit it together whenever something needs to change.

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 personal issues, experiences or difficulties in life.

What You Can Expect From Me

When working together, you can expect a relational, reflective and supportive space that is focused on you. 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.

You can also expect that if something goes wrong in our work together, I will tell you promptly, apologise and act to put it right. I will keep my training, practice and supervision up to date. I will also offer you clarity about the limits of my own competence, and offer suggestions for specialist support where it might help.

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.

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Anti-Oppressive and Affirming Practice

My practice is shaped by lived experience as well as by training. I believe in therapy that sees all of who you uniquely are, rather than asking you to hide or reshape parts of yourself.

I work anti-oppressively. In other words, in a way that is informed by an awareness of the social, political, cultural and economic world in which we live. That means paying attention to power in our relationship, including the power that comes with my role as your therapist, and to how experiences such as racism, transphobia, homophobia, ableism and classism may affect you and our work together. If anything in our work feels uncomfortable or oppressive, I welcome you telling me, and we can talk about it together.

I work in line with the [Memorandum of Understanding on Conversion Therapy](#) in the UK, which BACP, NCPS and COSRT have signed. That means I affirm your sexual orientation (including asexuality), gender identity and how you express it. I take the same affirming approach to neurodivergence.

My Training and Qualifications

I am qualified to practise person-centred experiential counselling, having gained a MSc with distinction in Person-Centred Counselling from 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 further training, inform my therapeutic approach. You can read more about my further training, as well as my values and background, [on my website](#).

Ethics and Accountability

I am a registered member of BACP (British Association for Counselling and Psychotherapy), and work within 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 [Pink Therapy](#), and work within their competencies of GSRD therapy.

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

Governing Law

This agreement and our therapeutic relationship are governed by the laws of Scotland.

Where therapy is provided remotely to a client who is based elsewhere in the UK or Europe, this agreement remains governed by Scots law, subject to any mandatory legal or regulatory requirements that may apply in the client's country of residence.

Confidentiality

I will hold everything that is discussed during your sessions in the strictest confidence. However, there are limited circumstances in which information may need to be shared without your consent. These include:

- where safeguarding concerns relating to a child or vulnerable adult arise;
- where there is a serious concern about the safety of you or another person;
- where disclosure is required or authorised by law, for example by a court order.

Where possible and appropriate, I will discuss any proposed disclosure with you beforehand and seek to minimise the amount of information shared.

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 with a 'Consent to Disclose' form. This is detailed further in my 'Privacy Policy', which you can download on my website.

To ensure good practice standards, I am required to have regular clinical supervision. This provides me with support and aids in my development as an ethical practitioner. Supervision may involve client material being shared with my clinical 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.

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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.

About 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 usually 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, session fees are £40 (30 minute sessions), £60 (50 minute sessions) or £90 (80 minute sessions). If you are booking from the Republic of Ireland or EU, session fees are the € equivalent.

I offer a reserved number of concession spaces. For concession spaces, session fees are £30 (30 minute sessions), £50 (50 minute sessions) or £80 (80 minute sessions).

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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

I review my fees once a year and will give you at least two months' notice of any change.

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.

If paying on time becomes difficult, please let me know so that we can find a way forward. If two session payments remain outstanding, future sessions may be paused until the balance is settled. If late payment becomes persistent, it may become necessary to end the therapeutic relationship.

Invoices and/or receipts for sessions can be provided on request.

Cancellations and Missed Sessions

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.

Where less than 24 hours' notice is given, or where a session is missed without notice, the full session fee will normally be charged.

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If you have not joined the session within 20 minutes of the scheduled start time and I have not heard from you, the appointment will be treated as a missed session and the full session fee will apply.

Unforeseen emergencies will be taken into consideration and fee waivers may be offered on a case by case basis.

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, I will notify you via email. Where possible, I will offer you an alternative session date/time, or a refund will be provided if applicable.

Late Arrivals

I understand that arriving on time is not always possible, and that there can be many reasons why someone may arrive late to session.

I will wait for you for 20 minutes after the scheduled start time. If you have not arrived by 10 minutes past your appointment time, I will contact you by email to check in.

Where you arrive late, the session will generally finish at the scheduled time. This is because extending the session may impact another person's appointment.

Planned Breaks and Working Location

I will let you know about planned breaks, such as holidays, with as much notice as I can. Where possible, I will offer you an alternative session date/time, or a refund will be provided if applicable.

I usually work from the same private space, but occasionally I may hold sessions from a different location. I will always try to let you know before this happens. Wherever I work from, I will make sure I am somewhere private where I cannot be overheard or interrupted, and that my connection is secure.

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.

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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 therapist. 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

I ask for your consent to your data usage via my privacy policy. You can also find a link to my privacy policy via the footer on [my website](#).

Agreement

If you agree to the terms set out in this agreement, please provide your digital signature via Konfidens.

This agreement is available for download at any time via the footer on [my website](#).