**General Terms and Conditions for Counselling Services**

**1. Definitions and Scope**

1.1. "Counsellor" refers to the licensed individual or organization providing counselling services.
1.2. "Client" refers to the individual receiving counselling services.
1.3. These terms govern the relationship between the Counsellor and the Client and outline the rights and obligations of both parties.

**2. Services Provided**

2.1. The Counsellor provides professional counselling services, which may include individual, couple, family, or group sessions.
2.2. The Counsellor does not guarantee specific outcomes and emphasizes the collaborative nature of the counselling process.

**3. Confidentiality**

3.1. All sessions are confidential unless the Client provides written consent to disclose information.
3.2. Exceptions to confidentiality include:

* A legal requirement to disclose (e.g., court orders).
* Risk of harm to the Client or others.
* Suspected abuse or neglect of vulnerable individuals.

**4. Scheduling and Cancellations**

4.1. Sessions are scheduled by mutual agreement.
4.2. Clients must provide at least 24 hours' notice for cancellations or rescheduling.
4.3. Late cancellations or missed appointments may incur a fee.

**5. Fees and Payments**

5.1. Fees for services are communicated prior to the first session and are subject to periodic review.
5.2. Payment is due at the time of service unless otherwise agreed.
5.3. Refunds are not available for completed sessions.

**6. Code of Conduct**

6.1. The Counsellor will provide services in a professional and ethical manner.
6.2. The Client agrees to respect the boundaries and guidelines established for a safe and constructive environment.

**7. Termination of Services**

7.1. Either party may terminate the counselling relationship with reasonable notice.
7.2. The Counsellor may terminate services if:

* The Client is non-compliant with treatment recommendations.
* The Client engages in abusive or threatening behaviour.
* Professional boundaries are compromised.

**8. Limitation of Liability**

8.1. The Counsellor is not liable for decisions or actions taken by the Client as a result of counselling sessions.
8.2. Counselling services are not a substitute for medical or psychiatric care.

**9. Disputes**

9.1. Any disputes arising out of the counselling relationship will first be addressed through informal resolution.
9.2. If unresolved, disputes may be referred to mediation or arbitration, as agreed by both parties.

**10. Governing Law**

10.1. These terms are governed by the laws of [Jurisdiction].

**Acknowledgment**

By engaging in counselling services, the Client acknowledges and agrees to these terms and conditions.