

Chrysalis Renewal Children's Therapy

Terms & Conditions V1.1

As of 3rd May 2025

Section 1 – Preamble

Chrysalis Renewal Children's Therapy is a sole trading counselling practice and was created in November 2024 to provide therapy services to children that reside in the Sheffield and surrounding area.

Please read all these terms and conditions in full as we can liaise with outside agencies without further reference to you.

As Chrysalis Renewal Children's Therapy, we will provide a safe space for the child to open up, talk about their thoughts, feelings and worries in a safe space.

Section 2 – Keywords

“Chrysalis”, “We”, “Us” is Chrysalis Renewal Children's Therapy.

“Parent”, “Guardian”, “Applicant”, “You” is the person requesting therapy for the named child, this is usually a parent, guardian, medical professional, key worker, social worker or teacher.

“Child”, “Client” is the named child We are providing support to at the request of the Applicant. The Child is our client.

“Counselling Agreement” is the form signed by the Applicant which should be read and understood in conjunction with these terms and conditions.

“Counselling”, “Therapy” is therapeutic counselling and play therapies directly for the Child to support positive mental health outcomes.

“Outreach Counselling” is counselling or play therapies provided directly to a school, college or other environment for a fixed fee wither individually or within small groups.

“ADHD Assessments” are assessments provided to assess on the likelihood of the Child having a diagnosis of ADHD.

“Outside Agencies” include, but not limited to places of education, doctors' surgeries, hospitals, hospices, social services and other local services and governmental agencies.

Section 3 – Acceptance, Processing & Data Protection

a. By making a referral for support for the Child to Chrysalis, the Applicant agrees to all terms and conditions laid out in this document in full, or any updated version as may be available from time to time which will supersede this version.

b. The Applicant agrees that Chrysalis, its agents, suppliers or services the Child may be referred on to may need to contact them to provide their services. This contact may be made by telephone, text message, WhatsApp messaging, social media messaging, email, post or in person, to which the Applicant agrees to.

c. The Applicant agrees that information may be shared with Outside Agencies for the purpose of verifying information supplied to Chrysalis and for the wellbeing of the Child. This

may include details of the Child's sessions without breaking client confidentiality.

d. Any attempt by the applicant of fraud or misrepresentation will be taken very seriously and information may be shared with the police, fraud and crime prevention agencies for the purpose of reporting, investigating or preventing a crime.

e. If Chrysalis needs to seek recoveries of monies owed, information may be shared with HM Courts, collection agencies, or any other approved body or agency in relation to the recovery of monies due.

f. Chrysalis will store data in a password protected IT system with limited access to key personnel only. Any hard copies of documents will be kept in locked cabinets and kept for a period as defined by law.

g. Chrysalis' GDPR and data protection policy is available on request. The organisation needs to collect and process confidential and sensitive information to provide their services and can include:

- Full names and addresses of the Applicant and Child;
- Details of telephone numbers and email addresses;
- Details of medical history, health conditions and hospital stays;
- Details of support received from Outside Agencies;
- Any other pertinent information to be able to support the Child.

h. Subject Access Requests (SAR) can be made by email, letter or telephone. Only information that doesn't breach BACP guidelines on confidentiality can be shared and will be subject to the Applicant providing photographic identification and valid proof of address dated within 3 months of the SAR request. Certain information will require a court order to be released and if the child is Gillick competent we may refuse to provide any information.

i. Right To Be Forgotten requests can be made to Us by email, letter or telephone. By law and in line with BACP guidelines We will keep certain information on file for a time as determined under law. Chrysalis will securely delete this data after this timeframe.

j. Anonymous data that cannot be directly linked or identified to a particular person or Child will be used for statistical purposes and for funding applications to keep Chrysalis costs to a minimum for their clients.

k. Chrysalis Renewal Therapy is the data handler for all information supplied and kept on file.

Section 4 - Initial Assessments

a. All Applicants will need to complete an online Initial Assessment for the Child they wish to have support through the provision of therapy.

b. Subject to therapist availability the Applicant and the Child will be invited to an in-person Initial Assessment meeting. This is provided at a minimal cost to cover room hire for the meeting.

c. The therapist will initially see the Child on a one-to-one basis and may undertake risk assessments to assess their suitability for sessions.

d. The applicant will have an opportunity to discuss their reasons for requesting sessions and assess if they wish to undertake sessions with the therapist.

e. The Child must be willing to engage and want to undergo therapy sessions for the best possible outcomes.

f. The therapist may suggest a block of sessions be booked with them to support the Child, offer alternative therapy options or suggest the child may not be immediately ready for counselling sessions.

g. The therapist reserves the right to decide it is not in the best interests for the child to commence sessions with Chrysalis, just as the Applicant may decide they wish to look at alternative services. At the initial assessment stage there is no obligation on either party to proceed with sessions.

Section 5 – Payment of Sessions and Refunds

a. For the best possible outcomes, any sessions are usually blocked booked as six sessions.

b. Session costs vary depending on the day and time the sessions are provided. Sessions provided on an evening, or a weekend attract a premium. Costs will be explained in advance of invoicing.

c. Sessions will be invoiced in advance and sessions cannot commence until payment has been received in full.

d. Invoices are due for payment within 72 hours of receipt via bank transfer to the details provided on the invoice which will be sent to the Applicants email address.

e. Due to the nature of the services provided, and the therapist paying in advance for room hire for the Child's sessions, these are normally non-refundable if the sessions can be still provided by the therapist.

f. If the therapist is no longer able to provide sessions due to a conflicting appointment, sessions will be carried forward so the Child will still have the same number of paid sessions.

g. If the therapist is not able to continue with the sessions or the Child is referred to another service or Outside Agency for support, remaining sessions will be refunded.

h. If an invoice for payment is not paid within 72 hours the therapy sessions will be cancelled, and the Child will lose their reserved slots.

i. Should Chrysalis have to take any recovery action, this will be subject to the rules and procedure of the small claims court, where an evidence-based file will be sent via Money Claims Online and any recovery will include interest charged at 8% p.a. (charged at a daily rate), court fees and recovery costs.

Section 6 – The Counselling Sessions and Confidentiality

a. The therapy sessions are provided by a trained therapist in a place that is quiet, confidential and a safe place for the child to speak about their anxieties, worries and concerns.

b. The therapist providing support to the child has received appropriate training and undertakes ongoing personal training and development. They follow BACP guidelines and will include them discussing cases with their counselling supervisor.

c. Counselling therapies are provided subject to the Counselling Agreement being signed by the Applicant at the first session.

d. The counsellor may undertake regular risk assessments during the sessions block to gain an understanding of the Child's current mental health, their anxiety score and risk of self-harm.

e. Should the counsellor find the Child is at immediate risk the therapist may need to share information with Outside Agencies or suggest you seek further support from a medical professional.

f. The counselling services are provided to aid positive mental health as well as helping to deal with the diagnosis of an illness or disability, dealing with stress or anxiety, self-harming or loss of a loved one. At all times the therapist will adapt their approach for the Child to provide best possible outcomes.

g. The therapy provided to the child is provided on a one-to-one basis and information discussed within the session remains confidential. Chrysalis cannot divulge what was discussed within a session without a court order.

h. The therapist will make an ongoing assessment on the Child's suitability and progress within sessions. In some instances, the counsellor may recommend referral to another service or the sessions to completely stop.

Section 7 – Outreach Counselling

a. Outreach Counselling can be provided to places such as schools, colleges and other environments for a fixed fee.

b. The aim of the Outreach Counselling is to provide support for positive mental health to individuals or groups at the establishment's premises.

c. Outreach Counselling can be provided as a one-off, fixed number of sessions or per term basis.

d. Outreach Sessions are charged at a pre-agreed rate depending on the individual needs of the establishment concerned.

Section 8 – ADHD Assessments

a. ADHD assessments can be provided to the Child for a fixed, pre-agreed cost.

b. The assessment phase will involve visits to the Child's school and home address as well as within our office space. Two 40-minute parental sessions will be included within this phase.

c. The outcome of the assessment will provide an evidence based comprehensive report which includes findings and recommendations. This report is in line with DSM and ICD and following NICE guidelines.

d. If the child is recommended to commence with medication this can be prescribed by our partner prescribing psychiatrist at an additional cost.

e. A shared care agreement will be provided by the therapist for the Child's GP surgery.

Section 9 – Standards of Behaviour

a. At Chrysalis we will always treat the Applicant and the Child with respect, and we will always behave with the best interest of the Child and their wishes. If the team makes a determination that the Child may be at risk, We have an obligation to inform Outside Agencies or the police.

b. We always expect that the Applicant and the Child and any other family member or person who may be bringing the Child to a session to behave with respect. Chrysalis have a zero-acceptance policy towards abusive language or aggressive behaviour or violence towards team members.

c. Chrysalis reserve the right to terminate all support should they receive any abusive or aggressive behaviour towards any team member without any refunds of remaining sessions. Serious incidences will be reported to the police.

Section 10 – Complaints

a. Should the Applicant or Child wish to make a complaint, this can be done directly in person, email, letter or telephone.

b. All complaints will be acknowledged within one week and a final response on the complaint within 30 days.

c. Chrysalis will always try to offer explanations and clear up any confusion in a polite, professional and calm manner, it is in both parties' interests to investigate complaints quickly and to a mutual satisfaction.

d. Should the complaint require a refund; the maximum liability of Chrysalis will be the cost of any prepaid sessions.

Section 11 – Liability & Law

a. All therapist with Chrysalis carries appropriate insurances for their liabilities.

b. Unless expressly, expressed in law, no member of the Chrysalis team is responsible for any damages to property, personal injury or death caused by goods or serviced provided by the organisation. And in the case where Chrysalis becomes liable, the maximum liability will be the cost of the services provided.

c. This agreement is governed by law of England and Wales. Any items referring to the masculine also refers to the feminine and vice versa. The title and numbering to each section are for the clarity of the document and do not form part of the contract.

d. Should any court action be required; all parties agree to a third-party mediation service and to the decision made within the resolution mediation services.

e. Should mediation fail, all parties agree that all court action should be within England and within English Law and that all legal fees and representation fees and costs of Chrysalis should be covered by the other party to proceedings.

f. Should the courts decide that any part of this document is unlawful, the remainder of the contract remains valid and enforceable.