

Rise Therapy Service - Terms & Conditions

Therapy is a purposeful and collaborative process that involves commitment from both you and your therapist. The following Terms and Conditions outline the standards of service you can expect from us, as well as the responsibilities we ask of you while you are engaging in our therapy service. You must agree to these Terms and Conditions prior to starting your therapy sessions.

Cancellations

We require 48 hours' notice of cancellation. If you are unable to attend a scheduled face-to-face appointment, we encourage you to consider whether you could attend remotely instead of cancelling. Sessions cancelled with less than 48 hours' notice will be charged the full session fee.

Sessions cancelled with more than 48 hours' notice can be rescheduled for the following week, with any payment already made carried over. If you need to cancel a session, please contact the office on **01302 591860** or email team@risetherapy.org.uk.

Payments

At the end of your consultation a member of staff will take a payment to secure your booking for your first therapy session.

Payment for all therapy sessions is required one week in advance. At the end of your therapy session your therapist will take a payment for your next session. Payment in-person can be made either by cash or card. You can also pay for your therapy in blocks of 4 sessions should you wish.

For remote sessions, a member of the team will contact you at an agreed time, usually the day after your session, to take payment. Your next session will not be booked until a payment has been made. If payment has not been received **72 hours before your scheduled session**, the appointment will be cancelled, and you will be notified by email.

Therapy Sessions

Therapy sessions take place on a weekly basis at the same time and same day and last for 50 minutes. Due to the demand in service, we are unfortunately limited in offering flexible appointments each week. If your availability changes and you are unable to attend your usual session time, or if your regular appointment becomes inconvenient (for example, due to a change in work schedule), please contact us. We will do our best to accommodate your needs. We are committed to supporting everyone who uses our service and understand that circumstances can change.

In-person sessions

If you have a face-to-face therapy session, please arrive at the relevant premises a few minutes before your session begins. If you have not arrived within 20 minutes of your scheduled session start time your session will be cancelled. This will be recorded as a cancellation under 48 hours of notice meaning the full session fee will be lost. If you are late for your session (up to 20 minutes), your session will still finish at the scheduled finish time.

Due to limited reception seating in both offices, please do not arrive earlier than 15 minutes before your session start time.

Remote sessions

Telephone Sessions:

Your therapist will call you at the scheduled session time. Please note that the call may come from a withheld number. If you do not answer, your therapist will attempt to contact you again after 10 minutes. If you do not answer the second call, your therapist will assume that you are unable to attend the session. This will be treated as a cancellation with less than 48 hours' notice, and the full session fee will be charged.

Zoom Sessions:

Your therapist will join the Zoom meeting at the scheduled session time. The Zoom meeting link will be emailed to you prior to the start of your session. Your therapist will remain in the meeting for 10 minutes. If you do not join the meeting within this time, your therapist will assume that you are unable to attend the session. This will be treated as a cancellation with less than 48 hours' notice, and the full session fee will be charged.

If you experience any technical difficulties joining the Zoom session, please contact the team on **01302 591860** as soon as possible. Where possible, we will arrange for the scheduled session to take place by telephone instead.

Family and Couples Therapy

If you are attending therapy as a couple or family, the standard session rate will still apply even if you attend the session alone (for example, if your partner or family member is unable to attend due to illness). To avoid losing session fees, we recommend that if one person is unable to attend, the other person or people do. If you wish to move to individual sessions, this can be arranged please let us know and we will discuss what works best for you.

Ending your therapy programme

You may end your therapy programme at any time. Please let your therapist or the Rise Therapy team know that you would like to stop your sessions. If you would like to request a different therapist, please contact the therapy team at team@risetherapy.org.uk.

At the end of your therapy programme, a member of our team will check in with you to see how you found the support you received and to discuss any further help you may want from us.

Contact

To cancel or rearrange your appointment, discuss payment, or if you have any other queries, please contact our team:

- Email – team@risetherapy.org.uk
- Phone – 01302 591860

Please note that you will be unable to speak with your therapist outside of scheduled session times. For this we ask that you contact the Rise Therapy Team who are available at the following times:

- Monday & Friday: 9am – 4pm
- Tuesday, Wednesday & Thursday: 9am – 6pm

Please note the Rise Therapy Service is NOT a mental health crisis service or emergency service. Please contact the numbers below if you are in a crisis:

- Call the crisis line on 0800 804 8999
- Text SHOUT on 85258
- Call the Samaritans on 116 123
- Call your local Mental Health Team, Single Point of Access on 01302 566999
- Call 111
- In an emergency always dial 999

Premises

Doncaster Mind have two locations in Doncaster. At the time of your booking, the member of staff will confirm where your session will take place. To ensure that your therapy session isn't delayed please take the time to look at the correct address. If you are unsure, please give us a call ahead of your session time on **01302 591860** and we will confirm the address.

Rise Therapy Service - Cavendish Court 1 Cavendish Court	Rise Therapy Service – Market Place 35 Market Place
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Office H South Parade Doncaster DN1 2DJ	Exchange Buildings Second Floor Doncaster DN1 1NE
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Our Sessional Therapists

We have a dedicated team of trained professionals delivering support through Rise. Your therapist will work in accordance with the British Association for Counselling and Psychotherapy (BACP), National Counselling Psychotherapy Society (NCPS), UK Council for Psychotherapy (UKCP) or equivalent ethical framework.

All therapists have been DBS checked, are insured and adhere to our confidentiality, data protection and safeguarding policies.

Doncaster Mind Privacy Policy

To help us support you in the best way we can, we will hold onto some of your personal information. This includes the details provided in your referral form, the information you share during your initial consultation, electronic records of your personal details, therapy session notes that your therapist is required to capture, and any other information that is shared with us by a third party at your request.

Once your therapy has ended, any information held in paper format will be confidentially disposed of after 7 years from the date of your last session. All electronic records will be archived once the work with your therapist is finished. Digital records from your therapy will be deleted after 7 years for adults from the date of your last session.

To make a request to access any personal information we may hold about you, or to request that your personal information is securely disposed of sooner than outlined above, please put your request in writing to team@risetherapy.org.uk.

Doncaster Mind Confidentiality Policy & Safety

What you say in your therapy sessions will be kept confidential unless one of the following exceptions applies:

- If you have given permission for your counsellor to speak to someone else about your therapy.
- If there is a perceived risk of serious harm to yourself or someone else
- If there are concerns about the safety of a child or young person under the age of 18
- If you have shared information about an act of terrorism, whether your therapist believes it to be true

Where possible, your therapist will discuss any concerns they have with you and seek to gain your consent and involvement in making any such disclosures. As standard, all our therapist under-go regular clinical supervision. Details of your session may be discussed, but every effort

will be taken to keep your identity anonymous. This is to ensure your therapist is being supported to provide you with the highest level of care possible.

If your therapist is unable to reach you (or you lose connection part way through a remote therapy session), and they are worried about your safety, they will:

1. Try to ring you on the main number that you have provided (usually your personal mobile number);
2. Try to ring you on an alternate number, if you have provided one;
3. Try to ring your emergency contact. **Please note that** your therapist will need to say who they are and, if appropriate, share some information as to why they are worried about your safety.
4. Contact the Single Point of Access Mental Health Team and request a welfare check to be carried out, where this is felt to be appropriate.

Audio & Video Recordings

To protect the privacy and confidentiality of both you and your therapist, audio or video recordings of sessions are not permitted.

Upon request, we can provide a written summary of your session. Please request this through your therapist or by contacting the team on **01302 591860** or by emailing **team@risetherapy.org.uk**.

Questions and Complaints

If you have any questions or are dissatisfied with the support, you are receiving please discuss this initially with your therapist. If you feel unable to do this, please contact the Rise Therapy Service Co-ordinator at team@risetherapy.org.uk.

Conduct

At Doncaster Mind, we do not tolerate any form of discrimination, harassment, or abusive behaviour towards members of our team or other people using our services. We reserve the right to suspend or terminate therapy sessions immediately if such behaviour occurs. Everyone accessing our services is expected to act respectfully and with consideration. We are committed to working with everyone who uses our services to ensure they feel welcomed and supported.

To ensure the best therapeutic experience, if we believe you might be under the influence of alcohol or another substance, we may need to reschedule or cancel the session. Please note that the full session fee would still be charged in this situation.