

Relationship Resolve

CONTRACT

1. Confidentiality

The Relationship Resolve advisers will treat the content of the sessions in the strictest confidence. The exceptions to this rule are as follows:

Should any of the mediation participants reveal to the advisers an intention to self-harm or harm others, or disclose that they have committed a criminal offence or intend to do so, the advisers will contact the relevant public authority to inform them of this.

A client may wish the advisers to refer them to a specialist or to contact their GP on their behalf.

Where the advisers are working with a couple or small group, the advisers will expect that anything which is disclosed by one of the clients separately (e.g. by telephone, or in an individual session) can be brought into the sessions.

2. Location

All sessions will be conducted via zoom. Both clients and advisers will ensure that the sessions are private from others.

Please note that the advisers are based in the UK and governed by the laws of England and Wales. Therefore any claims that might arise would have to be brought back to UK courts.

3. Length and Duration of sessions

Sessions will last for the pre-discussed time and the number of sessions will be agreed between the clients and the advisers.

4. Payment and Cancellation

- A 50% non-refundable deposit is payable as soon as the first session has been agreed by both the mediators and the clients in order to confirm the session.
- The balance of the fee must also be paid in advance no more than 48 hours prior to the session. (all sessions are offered via Zoom).
- Cancellations less than 7 days before the booked appointment are liable for the full fee.

4. The therapeutic relationship

The advisers will use their training, experience and their own intuition and understanding to help clients to resolve or come to terms with their difficulties and the clients will undertake to work alongside the advisers in this joint endeavour.

The clients and the advisers will always speak to each other with respect. They will not raise their voices or threaten violence or try to intimidate in any way.

It may occasionally be necessary for the advisers to record a session, having discussed and agreed the recording first with the client/s.

Client/s signature

Name/s in capitals

Date:.....

Advisers' Names:

JEAN MILLER

JUDI KESHET-ORR