

*These Terms & Conditions set out the agreement between us. It lets you know what you can expect from sessions and sets out what is expected of me as your consultant and what is expected of you as the client.*

## **1 . A P P O I N T M E N T S**

Antonia Da Silva Teixeira (The Agile Mind Consultancy, ‘Antonia’) will be in good time for sessions each week. Sessions are 55 minutes; if the client is late or delayed it will not be possible to extend the session beyond the usual finishing time. *Appointment day/time will be set at the initial consultation session.*

If Antonia is unable to attend, you will not be charged and she will endeavour to give you as much notice as possible and/or try and rearrange the session for another time.

## **2 . F E E S**

The fees will be set at the initial consultation and paid before each session by bank transfer. Fees are still due if you cancel a session (see section 4). Antonia reviews her fees annually.

## **3 . H O L I D A Y S**

Antonia will give 4-6 weeks’ notice for holiday dates. Holiday times include Christmas break (two weeks) and Bank Holidays. Clients will also give 4-6 weeks’ notice for any holiday dates, where possible.

#### **4. MISSED SESSIONS & CANCELLATIONS**

Antonia understands that situations arise in which the client must cancel their appointments. It is therefore requested that if the client must cancel their appointment they provide more than 24 hours' notice. This will enable another person who is waiting for an appointment to be scheduled in this appointment slot.

Antonia understands that special circumstances may cause the client to cancel within 24 hours. Fees in this instance may be waived. These decisions are made on a case by case basis by Antonia.

Cancellations must be made either on a call or via email.

Client therefore understands the following about missed sessions:

- If they cannot attend a session, for any reason they are required to give 24 hours' notice.
- Full fees will still be due if cancellations are made within 24 hours.
- If Antonia cannot attend a session, clients do not have to pay for the missed session. Antonia will contact you, and agree to give 24 hours' notice, to minimise disruption, where possible. Antonia will also try to re-arrange the session at a time suitable for both parties.

## **5. PERSONAL INFORMATION**

All clients are required to fill out a 'Personal Information Form' which includes their name, address, phone number, date of birth, email, GP details, any medication and an emergency contact. This can be handed to Antonia at the first session. Please let Antonia know if any of the information you provide changes or if you change your GP. Antonia will retain this information only as long as the work together continues, after which time it will be deleted in accordance with government requirements.

## **6. VENUE**

Sessions will be held via Zoom, Skype or any other suitable platform. Details will be sent out each week, at least an hour prior to the call.

For in person sessions, details will be discussed directly with the client and established jointly.

## **7. CONFIDENTIALITY**

The contract between Antonia and the client is confidential. Antonia will not disclose any information to a third party other than in the event that in her opinion there is a threat to the clients own safety or to the safety of others, or if she is obliged to do so by law. If Antonia does need to disclose information for these purposes she would try to do this in discussion with the client and with their prior consent. In accordance with the General

Data Protection Regulation 2018, any records of sessions will be kept confidential and held in secure manner.

## **8 . COMPLAINTS**

If at any time a cause for complaint arises that cannot be resolved between Antonia and the client, the client may have recourse to the any Independent complaints procedure.

## **9 . TERMINATION**

Antonia and the client will aim to give at least one month's notice about termination of the working relationship, so there is time to plan an ending and discuss the work we have completed. There may be occasions where this is not possible, and the work will end immediately.