



# TERMS & CONDITIONS OF SERVICE

Date - 01/01/2026

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## BeSide Therapy Cornwall

These Terms & Conditions apply to therapeutic services provided to children, young people and adults in schools, community settings, or private venues.

### 1. Nature of Therapy

BeSide Therapy Cornwall provides Play Therapy, counselling and therapeutic support. Therapy is a supportive process and outcomes cannot be guaranteed.

### 2. Consent

- For children under 16, written consent must be provided by a person with parental responsibility.
- Young people aged 16–17 may consent in their own right where deemed competent.
- Adults provide their own consent.
- Children will also be supported to give age-appropriate assent.

### 3. Confidentiality

Sessions are confidential. Information will not be shared without consent unless:

- There are safeguarding concerns
- A person is at risk of serious harm
- There is a legal duty to disclose

For school-based work, relevant information may be shared with the Designated Safeguarding Lead (DSL).

#### **BeSide Therapy Cornwall**

*Policy Title: T&C's*

*Date Implemented: 05/02/2026*

*Policy Owner: Michelle Pascoe, Therapist*

*Applies To: Children, Young People and Adults*

*Version: 1.0*

*Review Date: 05/02/2027*



## 4. Safeguarding

The therapist follows UK safeguarding legislation and **Keeping Children Safe in Education (KCSIE)** guidance. Any safeguarding concerns will be reported to the appropriate safeguarding lead or authority.

## 5. Session Arrangements

- Sessions usually take place weekly at an agreed time.
- Missed sessions may not be replaced.
- Consistency is important for therapeutic progress.

## 6. Communication

Communication outside sessions is limited to practical matters such as scheduling. Therapy content is not discussed via text or social media.

## 7. Records

Brief clinical notes are kept securely in line with GDPR and professional requirements.

## 8. Ending Therapy

Therapy may end by agreement, when goals are met, or if therapy is no longer suitable. A planned ending is encouraged wherever possible.

## 9. Complaints

Concerns should first be raised with the therapist. If unresolved, complaints may be directed **to** the relevant professional body (if applicable).

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## 10. Cancellations & Missed Sessions

Therapy sessions are reserved specifically for each client. If a session cannot be attended, at least **24 hours' notice** is required.

- **Less than 24 hours' notice** may result in the **full session fee being charged**
- **Non-attendance without notice** will be charged at the full rate
- This applies to school-funded, parent-funded, and adult sessions unless otherwise agreed in writing

Exceptions may be made in cases of genuine emergency or sudden illness at the therapist's discretion.

For school-based work, if a child is absent, on a trip, or unavailable and less than 24 hours' notice has been given, the session may still be charged as the time has been allocated and cannot usually be filled at short notice.

Regular cancellations may result in a review of whether therapy can continue effectively.

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