

Therapy Agreement

Power Of Two Psychotherapy

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This is the working agreement between you and me. It sets out what you can expect from me, what I ask of you, and the practical terms of our work together.

Where this agreement refers to another document - my Cancellation and Attendance Policy, Privacy Notice, Safeguarding Policy and Complaints Policy - those are published in full at <https://www.poweroftwotherapy.com> and form part of our agreement.

1. Contact

Please let me know if your preferred contact details change, particularly if a way of contacting you stops being safe or private for you.

You are welcome to contact me between sessions about practical matters - rescheduling, running late, payment. I will normally reply within two working days.

I do not offer a crisis service and I do not monitor messages in the evenings, overnight, at weekends or when I am away. **If you need urgent help, contact your GP, call NHS 111, call Samaritans free on 116 123, or in an emergency call 999.**

Longer or more personal messages are best brought into the session rather than handled in writing. If you send something substantial I may simply acknowledge it and suggest we look at it together next time.

2. Who I work with

I work with adults aged 18 and over, individually. At this time I do not work with children or young people, and I do not offer couples or family therapy.

If at any point I think I am not the right person to help you, I will say so and do what I can to help you find someone more suitable.

3. Sessions

- Sessions last 50 minutes and start at the agreed time. If you arrive late we finish at the usual time.
- We normally meet weekly or fortnightly
- We will agree a regular day and time and keep to it where possible.
- Sessions take place in person at consulting rooms in London, or online by video, or by telephone. We can agree to switch between these, and it is normal to do so occasionally.
- Our work is open-ended: there is no fixed number of sessions and no waiting list pressure to finish. That said, I suggest we aim for at least twelve sessions before deciding whether this is working, because the early weeks are largely about getting to know one another. That is a suggestion, not a commitment - you are free to stop at any point.
- We will review how the work is going from time to time, and you can ask for a review whenever you want one.

Online and telephone work

- I use a secure conferencing platform and work from a private room where I cannot be overheard. During our first session I will discuss privacy and security when working online.
- I may ask for the address you will be at for each remote session, so that I know where you are if there is an emergency. Please tell me in advance if you will be somewhere different, especially another country, as I am not necessarily able to work with a client who is in a different country.
- If the connection fails, I will try to reconnect and then contact you separately using a different method. If we lose more than ten minutes we can agree how to make up the time. See Cancellation and Attendance Policy for more details.

4. Fees and payment

An initial consultation call of up to 30 minutes is free and carries no obligation on either side.

I will give you at least three months' written notice of any change to my fee. If the new fee does not work for you, tell me and we will talk about it.

Cancelled and missed sessions are charged in the circumstances set out in my Cancellation and Attendance Policy, summarised at section 5 below.

5. Cancellations, missed sessions and breaks

This is a summary. The full terms are in my Cancellation and Attendance Policy, which is published on my website.

- If you cannot attend, please tell me as early as you can.
- Cancellations with more than 48 hours' notice are not charged.
- Cancellations with 48 hours or less notice, and sessions you do not attend, are charged in full. This is because the time is held for you and cannot usually be filled.
- I will use discretion in genuinely exceptional circumstances, and I would rather you told me what has happened than avoided the conversation.
- If you miss three consecutive sessions without contacting me, I will write to you once and then treat our work as ended.
- I take planned breaks and will give you as much notice as I can - normally at least two weeks.
- I do not charge for sessions I cancel, except where I terminate or decline a session because it is unsafe to continue - for example if you arrive intoxicated. See my Safeguarding Policy.
- If you are away, you may either pay to hold your regular slot or release it, in which case I cannot guarantee the same time on your return. We will agree which before you go.

6. Ending our work

You can end therapy at any time, for any reason, and you do not have to justify the decision to me.

Where possible I would ask for two or three sessions' notice so that we can finish properly. Endings matter, and having space to look back at the work - including anything about it that disappointed you - is part of the therapy rather than an administrative formality.

I reserve the right to end our work for various reasons. Examples of these reasons might be; if I believe it is no longer helping you, if I am no longer the right person to be doing it, if you cannot manage a steady cadence for attendance, if you are unable to pay, or in the circumstances described in my Safeguarding Policy. I will discuss this with you first wherever it is possible to do so, and I

will try to help you find alternative support.

7. Confidentiality

What you tell me is confidential to myself except for certain circumstances which are laid out here. I will not discuss you with anyone else, including your family, your GP or your employer, without your consent - except in the limited circumstances below.

I may extend confidentiality to another person or organisation, with or without your agreement, where:

- there is a serious risk to your life or safety;
- there is a risk of serious harm to another identifiable person;
- a child is suffering, or is likely to suffer, significant harm;
- an adult at risk is being abused or neglected and is unable to protect themselves;
- I am required to disclose by law or by court order, including under legislation on terrorism, money laundering and drug trafficking.

Wherever it is safe and practicable, I will tell you first, explain what I intend to do and why, and seek your agreement. I will not do so where that would increase the risk to you or someone else.

My Safeguarding Policy explains how I handle these situations in detail.

See section 11 (Supervision) for details on when I extend our confidentiality to include a Supervisor.

8. Emergency Contact and GP

I ask for these at the start of our work as a precaution. I would use them only where I had serious concern for your life or safety and could not reach you, or where you were unable to act for yourself. I would not contact them to discuss the content of your therapy. I will tell you afterwards that I have contacted them, unless doing so would create further risk.

You may decline to give these details. If you do, please tell me, and we will talk about what I should do if I am ever seriously worried about you.

9. Records and your information

I keep a brief factual clinical record - dates, attendance, and anything significant such as a risk disclosure - and separate private working notes for my own reflection and supervision. The clinical record does not contain an account of what you discussed with me. Working notes are deleted within three months of our work ending.

Clinical records are held securely and encrypted, kept for seven years from our last contact, and then destroyed. You have the right to ask for a copy of what I hold about you, to have mistakes corrected, and to ask me to delete it.

My Privacy Notice sets out in full what I hold, why, for how long, who else may see it, and your rights under UK data protection law.

10. Recording sessions

I do not normally record sessions, and the platforms I use do not record by default.

Please do not record our sessions, in whole or in part, by any means, without asking me first. If there is a reason you want a recording, tell me and we will discuss it; if we agree to it, we will agree in writing what is being recorded, why, where it is stored and when it is deleted.

I may very occasionally ask your permission to record a session for supervision or professional development. You are free to refuse, and refusing will not affect our work in any way.

11. Supervision

As required by the BACP Ethical Framework, I discuss my client work regularly with a qualified clinical supervisor. This is a professional requirement that protects you: it means my work is thought about by someone other than me.

My supervisor is bound by the same duty of confidentiality as I am. I do not use your name in supervision.

12. Letters and reports

If you require it I am willing to write a short factual letter confirming that you are attending therapy, the dates of our work, and its general focus.

I do not write diagnostic assessments, medico-legal reports, court reports or expert opinions. I am not qualified to do so and it would compromise our therapeutic work.

Where a letter takes significant time to prepare, I will tell you in advance what I will charge for it. You will always see anything I write about you before it is sent.

13. If I am unwell or unavailable

If I am ill or otherwise unable to work, I will contact you as soon as I can to cancel and rearrange. Sessions I cancel are never charged except as set out at section 5.

14. Boundaries

- Our relationship is a professional one and it exists within the therapeutic context. I would not enter into any other form of relationship with you either during our work or after it ended.
- It may prove difficult to work with you as a client if we have, or previously had, or might in future have a relationship outside therapy. If we discover a mutual connection during our work, we will talk about it.
- I do not connect with clients on personal social media. If we pass in public I would generally not acknowledge you first, in order to protect your privacy. That is not a snub, and you are free to greet me if you wish.
- I do not offer therapy to anyone who is intoxicated. If you arrive under the influence of alcohol or drugs I reserve the right to end the session, and it will be charged.
- I will not accept gifts of significant value.

15. Ethical framework and complaints

I work in accordance with the BACP Ethical Framework for the Counselling Professions and am subject to BACP's Professional Conduct Procedure. I hold professional indemnity insurance.

If you are unhappy with any aspect of my work, please tell me - I would much rather hear it. If you would prefer not to raise it with me, or you are not satisfied with my response, you can contact BACP directly on 01455 883300 or at www.bacp.co.uk. You do not need to raise it with me first.

My Complaints Policy explains this in full.

16. Changes to this agreement

If I need to change these terms, I will tell you and give you a copy of the new version. Fee changes carry three months' notice. Anything else we can discuss and, where it affects you, agree between us.

