



## Terms and Conditions

TSE Counselling : Kvk 867 53 266 (Dutch Commerce Registration)

Version: 202301

### 1. Counsellor/Coach

- YC Tse is a **registered Counsellor and Coach** of Nederlandse Federatie Gezondheidszorg NFG (OTR No.9663); a **registered coach** of LVSC (National Association for Supervisors and Coaches) in the Netherlands (Reg No. TSE -RC001); a **Graduate Member** of Human Givens Institute in the United Kingdom (Membership No. 187659).
- I am currently working towards my full accreditation as a Human Givens practitioner in the United Kingdom.

### 2. Tariff

- The tariffs are indicated on the website [www.your-lifestory.com](http://www.your-lifestory.com) at the webpage/Meet Antony
- The session is charged per hour basis, unless otherwise agreed with clients.

### 3. Cancellation / Missed Session Policy

- If you cancel the schedule session before 48 hours notice, cancellation will be free of charge and can be rescheduled without cost. For cancellations made after this time, or a session with no-show, full session rate will be charged.

### 4. Frequency of session

- Appointments will be arranged based on client's and counsellor's availability. Each client's journey is different. These can normally be fixed at weekly, bi-weekly, or at different frequencies upon agreement with clients.

### 5. Invoicing and payment

- Each session is billed at the end of every week, unless otherwise arranged.
- Invoice will be sent via client's email address, unless otherwise arranged.
- Invoice is to be settled within 14 days from the invoiced date.
- Payment is to be made via bank transfer in EURO to the designated bank account as indicated in the invoice.

### 6. Medical insurance

- I am currently not affiliated with any insurance companies. Although your session fees cannot be reclaimed via your insurance package, working with independent mental health practitioner gives you greater flexibility and freedom in meeting your specific health care

needs. You don't need to receive a specific mental health diagnosis or being confined to a specific treatment plan as indicated by the insurance companies, if any.

- Please note I also do not prescribe any medication.

## **7. Confidentiality**

- I keep the content of our sessions confidential and it is important that you feel this is a private space and you are as free as possible to talk about your thoughts and feelings.
- There are however some limits to the confidentiality:
  - There are legal limits to confidentiality around disclosure of committing or intent to commit criminal offences; domestic violence; suicidal attempts or based on Child Protection Acts.
  - I work with my counselling/coaching supervisor on a regular basis to monitor and to improve my work undertaken. All supervision is done on an anonymous and confidential basis.
  - At times I may need to contact client's GP or other professional involved. This would be done with the client's permission and would be discussed in the session prior to any contact. However, if the client's or another person's safety were severely jeopardised in the counsellor's view, I may contact the external services without the client's permission.
- I ask that you do not share our discussions on any social media.

## **8. Online session**

- Should client choose to have online sessions, sessions will be held via Zoom platform with encrypted end-to-end protection. All our conversations will remain private and will not be recorded.

## **9. Process**

- First consultation is free of charge and will be held via Zoom. The consultation is for you to get more ideas on my approach and how we could work together in your journey. It is also for me to understand how I can be of help for you. The consultation normally lasts around 30-40 minutes.
- After the consultation I will propose a plan on the areas to work on together for you to consider. Should you accept the proposal we will start the first session and throughout the progress you will be able to make adjustment to best fit your needs.

## **10. Ethics and Professional Practice:**

- As a member of NFG, LVSC, and Human Givens Institute, I abide by their code of ethics and professional practice.