

Terms and Conditions

Mosaic Therapy

Last updated: 16 September 2026

These Terms and Conditions set out the basis on which Mosaic Therapy provides counselling and wellbeing services. They explain what you can expect from the service and the professional boundaries that support safe, appropriate, and respectful therapeutic work.

By booking an appointment, you confirm that you have read, understood, and agree to these Terms and Conditions.

1. About Mosaic Therapy

Mosaic Therapy

Business structure: Sole Trader

ICO Registration Number: ZC248036

Email: contact.mosaictherapy@gmail.com

Mosaic Therapy operates in accordance with the UK General Data Protection Regulation (UK GDPR) and the British Association for Counselling and Psychotherapy (BACP) Ethical Framework.

2. Nature and Scope of the Service

Mosaic Therapy provides counselling and wellbeing support. Depending on your individual circumstances and therapeutic needs, support may include:

- emotional and psychological support;
- support with grief and bereavement;
- support with depression;
- support with anxiety;
- support relating to past trauma and abuse;
- support with self-acceptance; and
- support with self-esteem.

Mosaic Therapy is a counselling and wellbeing service and is **not a crisis service, emergency service, or emergency medical service**.

If you are in immediate danger or require urgent support, you should contact **NHS 111, your GP, or the emergency services**, as appropriate.

3. Sessions and Fees

- Standard counselling sessions last **60 minutes**, unless otherwise agreed in advance.

- Fees will be agreed before counselling or wellbeing work commences.
- Payment is required in advance of each session unless an alternative payment arrangement has been agreed.
- Payment may be made by bank transfer.

4. Cancellations and Missed Appointments

A minimum of **24 hours' notice** is required to cancel or reschedule an appointment.

Appointments cancelled with less than 24 hours' notice may be charged at the full session fee. Missed appointments without notice may also be charged at the full session fee.

If Mosaic Therapy needs to cancel an appointment, as much notice as reasonably possible will be provided and an alternative appointment will be offered where available.

5. Confidentiality

Information disclosed during counselling sessions will be treated as confidential.

There are circumstances in which confidentiality may be limited where there is a legal or ethical obligation to disclose information. These may include:

- where there is a serious and imminent risk of harm to you or another person;
- safeguarding concerns;
- where disclosure is required by law, including in response to a court order; or
- professional supervision, using anonymised information wherever reasonably possible.

Where appropriate and safe to do so, any concerns will be discussed with you before information is disclosed.

6. Record Keeping and Data Protection

Brief clinical records may be maintained to support safe, effective, and appropriate professional practice.

Records are stored securely in password-protected electronic systems and managed in accordance with applicable data protection legislation, professional guidance, and insurance requirements.

Records are generally retained for **seven years**, in accordance with relevant professional guidance and applicable requirements.

You have the right to request access to your personal information and records, subject to applicable legal and regulatory requirements.

7. Client Responsibilities

To support a safe and effective therapeutic environment, clients are expected to:

- attend appointments punctually;
- engage with the therapeutic process as openly and safely as they are able;
- not attend appointments under the influence of alcohol or non-prescribed drugs; and
- communicate respectfully throughout the therapeutic relationship.

Where sessions become unsafe, abusive, or otherwise inappropriate, Mosaic Therapy reserves the right to pause or end the provision of support.

8. Professional Responsibilities

Mosaic Therapy will:

- provide a safe, confidential, and respectful therapeutic environment;
- work within appropriate training, competence, and professional boundaries;
- maintain appropriate professional boundaries;
- take reasonable steps to protect and secure personal information;
- communicate clearly regarding fees, arrangements, and expectations; and
- work in accordance with the BACP Ethical Framework and applicable data protection requirements.

9. Online and Telephone Sessions

Where sessions are conducted online or by telephone:

- the client is responsible for ensuring access to a private and confidential environment;
- a stable internet connection is recommended for online sessions;
- the client is responsible for taking reasonable steps to ensure that their device and internet connection are appropriately secure; and
- where technical difficulties occur, reasonable efforts will be made to reconnect or agree an alternative arrangement where appropriate.

10. Ending or Pausing Support

Clients may end counselling or wellbeing support at any time.

Where possible, a planned closing session or conversation is encouraged to support an appropriate and considered ending to the therapeutic work.

Mosaic Therapy may also recommend pausing or ending support where it is no longer clinically appropriate, where the therapeutic relationship is no longer suitable, or where another form of support may better meet the client's needs.

11. Complaints

If you have a concern or complaint regarding the service, please contact:

contact.mosaictherapy@gmail.com

Mosaic Therapy will aim to respond promptly and address concerns in a professional, respectful, and constructive manner.

If you remain dissatisfied after raising your concern directly, you may contact the **British Association for Counselling and Psychotherapy (BACP)** regarding its complaints process.

12. Governing Law and Jurisdiction

These Terms and Conditions are governed by the laws of **England and Wales**.

Any disputes arising in connection with these Terms and Conditions shall be subject to the jurisdiction of the courts of England and Wales.