



Your session

Your session will be with the same counsellor, at the same time each week, and will last for 50 minutes. Prior to the start of your work, you will agree together on how you will meet (either face-to-face or online). If your counsellor is planning on taking a break or is unavailable for any reason, they will inform you in advance and there will be no charge for those weeks. Please note that Riverside closes over the Christmas period (we will make you aware of specific dates) and no counselling sessions take place during this time.

Cancelling a session

Committing to attending your sessions is important for your counselling progress. Therefore, there is an expectation that sessions will take place every week at the agreed time. **Please be aware that if you miss your session, you will still need to pay unless this is for a holiday period that has been agreed in advance.** The reason for this is because the time and space has been set aside for you. Riverside is a charity and the fees from clients help to support our sustainability as an affordable counselling service for the local community. Payment will only be waived in exceptional circumstances (e.g. bereavement or serious medical emergency) or for sessions missed due to holiday **depending on the length of the counselling contract:**

<i>No. of agreed sessions</i>	<i>Sessions that can be missed without paying</i>
12 weeks	0 weeks
20 weeks	1 week
44 weeks	2 weeks