



# YHT Therapy Terms & Conditions

## *A Practical Plain-English Checklist for Therapists*

Use this checklist to review your current therapy Terms & Conditions or help you draft one. This is not legal advice, but a practical guide based on therapy practice standards, research, and real-world business experience.

### Core Contract Elements

- Clear description of your therapy service (type, format, session length)
- Fees and payment terms clearly stated
- Cancellation and missed appointment policy
- Confirmation of professional relationship (not friendship / informal support)

### Client Understanding & Agreement

- Written or recorded evidence of client agreement
- Plain English wording (no unnecessary legal jargon)
- Clear explanation of what therapy can and cannot provide

### Confidentiality & Safety

- General confidentiality statement
- Clear safeguarding / duty of care exceptions
- When confidentiality may be broken (risk to client / others / legal requirement)



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## Boundaries & Communication

- Contact methods and response times
- Out-of-hours / emergency boundaries
- Session recording policy (if relevant)

## Online Therapy (If You Offer It)

- What happens if the connection fails
- Client responsibility for privacy at their location
- Jurisdiction considerations if working cross-border

## Complaints & Professional Standards

- Complaints process
- Professional body membership (if applicable)
- Insurance / supervision / CPD statement

## GDPR (Separate Document Check)

- GDPR consent is separate from T&Cs
- Client knows how data is stored and used
- Client knows consent can be withdrawn

## Good Practice Review

- Reviewed within the last 2–3 years
- Updated after major service changes (e.g. moving online)
- Reflects how you actually work now (not how you worked when newly qualified)



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