

## **TERMS AND CONDITIONS**

- Appointments can be made via WhatsApp or telephone message 0027 (0) 798 929 533 and/or email to info@belindaberry.com.
- Sessions are held at KPMSC, The Terrace, Lion Match Factory Office Park, 892 Umgeni Road.
- Sessions not cancelled 24 hours in advance will be charged.
- Initial process includes:
  - o Step 1: Pre-Consult (situation overview, orientation synopsis, plan of action)
  - o Step 2: Set Appointment (agree to number of sessions, date, time and costs)
  - o Step 3: Contracting (mandatory)
  - o Step 4: Commencement
- We will assess your session requirements (usually, four to six weeks is a good initial period to start off with. This period can be extended depending on your situation).
- Sessions are open-ended; and can be ended and resumed at your express.
- Sessions are attended every weekly or bi-weekly depending on your needs and desired outcome.
- Sessions are generally 60/90 minutes long (counselling vs. coaching)
- Sessions are charged at agreed rate/session. Discount given at discretion.
- Payments are due before- or on day of session (EFT/ cash / iKokha):
  - o Flourish Coaching, Nedbank Account: 1174064811, Branch: 13522600
- These sessions are private and confidential.
- The only limits to confidentiality are a threat to life and for other legal reasons.
- I offer a non-judgmental service, and encourage to use our time to be open, honest and vulnerable.
- We will create goals as we move through our time together.
- Communication with this office is strictly between 07:00-16:00, Monday to Friday.
- In case of an emergency, please contact your GP.
- Completion of Counselling/Coaching Agreement and Covid-Consent mandatory.