

ONLINE & REMOTE THERAPY

Temporarily all of Nicole's client sessions will be held remotely, via the online link that will be sent to you when you have made your booking. This decision is made in line with government guidelines with reference to Covid-19 and from Nicole's own responsibility to keep herself and clients safe.

You are under no obligations to proceed with your therapy remotely however please consider that your therapy is important, these are challenging times that we face, and Nicole is working hard to adapt to offer continuity for your therapy.

Working remotely does present challenges and so Nicole draws your attention to the following guidelines:

- 1, You will need to let her know where you are when you speak remotely. If this is likely to change then you must provide this information at the start of every session.
- 2, Please remember as per the rules for attending sessions with her face to face, you must not be under the influence of alcohol or drugs during your sessions.
- 3, You must ensure that the environment in which sessions are undertaken are safe, private and free from distractions, you must also notify her if there is anyone else present or someone is monitoring the session.
- 4, You will not record the session (either by sound or visual means) without prior permission from Nicole.
- 5, You understand and accept that Nicole may terminate the session without warning if she should determine that the session has been booked for some purpose other than to receive therapy, and that should this occur, you will remain liable for any session fee that may have been paid in advance.
- 6, If you are using a technology device that is not your own then you must take appropriate measures to protect the integrity and privacy of your sessions.
- 7, You shall not hold your session in a public place, and it is not advised to use public Wi-Fi.
- 8, If at any time you feel that the sessions are not working remotely then Nicole can postpone your therapy until it is safe to see each other face to face.
- 9, If Nicole feels it is not working then she also has the right to terminate working remotely and will then suggest that you postpone your therapy.
- 10, A back-up plan will be agreed in case of technology failure.
- 11, For online work - If the work you are doing in session requires your eyes to be closed (for visualisation work/hypnotherapy for example) then Nicole suggests that you have your mobile phone on your lap on vibrate or at a very low volume and if she feels that the online connection has been lost, she will call you on your mobile to continue the session.
- 12, For phone calls – she will simply call you back.

These guidelines are subject to change, updated versions will be issued.