



## Welcome and thank you for your enquiry

My name is Lori Fitzgerald and I am a therapist and mentor. Currently I work with people over the age of 18 who require nurturing transformational support for a wide range of issues and life experiences.

I offer this service internationally via therapeutic sessions conducted online via Skype/Facetime, face to face from my therapy space or via a variety of mentoring programmes (again online or face to face).

## My Mission Statement

- To provide easily accessible dynamic therapeutic transformational support to women in emotional need.
- To be non-judgmental, empathic and supportive regardless of a persons gender, religious or spiritual beliefs, cultural heritage, family background, life experience or current emotional and/or physical situation.
- To support & nurture people through transition.
- To help address human needs to the best of my ability, in the time that I have and with the information I am given.

-Please read through our contract before we begin and clarify any queries you may have prior to the first session wherever possible.

-This contract refers to both the psychotherapy and all mentoring services I offer and also the Transformation Mentoring Programmes entitled Love Your Life™ and WellWoman™

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# Our Therapeutic Contract

....in psychotherapy, mentoring & coaching both the therapist/mentor (that's me) and the client (that's you) have certain rights and responsibilities....

## Part One.....your rights as a client

As a client you have a right;

- To dignity as an individual human being. You have the right to equal consideration & treatment regardless of gender, race, religion, colour, economic status, age, sexual preference or beliefs.
- To be provided with professional & respectful care.
- To be accepted as who you are & to be listened to in a non-judgmental way.
- To know my assessment of the problems/concerns you are presenting (if indeed an assessment has been made).
- To refuse to comply with recommendations even if I suggest you take a course of action or seek another form of help/support. You may choose not to follow my guidance.
- To know what alternative resources may be available to you & you have a right to know what these are (providing I am aware of them myself).
- To confidentiality in therapy/mentoring/coaching, subject to the law, as per Part Four of this contract.
- To know that I am bound to comply with the Ethical Framework for Good Practice as laid out by the Association for Coaching.

## Part Two.....your responsibilities as a client

As a client you have certain responsibilities. These are;

- To be honest (congruent), open & willing to share your concerns with me.
- To ask questions when you don't understand or you need further clarification on any part of our professional relationship, the sessions or this contract.
- To discuss any reservations you may have prior to starting therapy/mentoring or as soon as they arise.
- To report changes or unexpected events to me that may have an impact on your therapy/mentoring and our professional relationship.

- To keep appointments as arranged, or at least to give 48hrs notice when you need to cancel or reschedule an appointment. (Please note I retain the right to charge for missed appointments or sessions cancelled where I have not been given 48hrs notice).
- To pay all psychotherapy and mentoring fees, WellWoman™, Mindful Business and Love Your Life™ mentoring investment fees in full (or as agreed) and in advance of any agreed work undertaken as per Part Five.
- To complete any therapeutic work set as part of the Mindful Business, WellWoman™ and Love Your Life™ Transformation Mentoring programmes in order to allow yourself to receive the most productive & transformative experience possible.

### **Part Three.....supervision**

As your therapist/mentor I may wish to keep notes of our work together and discuss the psychotherapy and mentoring I am undertaking with you with my supervisor. This is in order to monitor & improve my practice. This will be done in such a way as to protect your identity and your right to confidentiality.

### **Part Four.....confidentiality**

Please note that all information shared within our sessions is confidential. I am however bound by rules that ensure that I have to report an act, or potential act, of treason or terrorism. Also if harm towards a child/minor/vulnerable person is discussed then I have the right to discuss potential steps with you to seeking additional help, or you disclosing this information to a third party. This is taken on a case by case basis and will be discussed at length with yourself prior to any action taken.

### **.....confidentiality online**

Please note that there are no online facilities for therapy which can be guaranteed absolutely secure with no risk of information being obtained by a third party. However, I take every precaution available to me to protect your privacy and I would suggest that you do the same. I do not keep notes in an online facility other than my email inbox files and will ensure that I do not share any information about our therapy arrangement with anyone else. I do not accept requests for contact via social media and do not share the use of my computer with anyone else.

## Part Five.....Psychotherapy & Counselling

### 5.1 Fees: Psychotherapy & Counselling

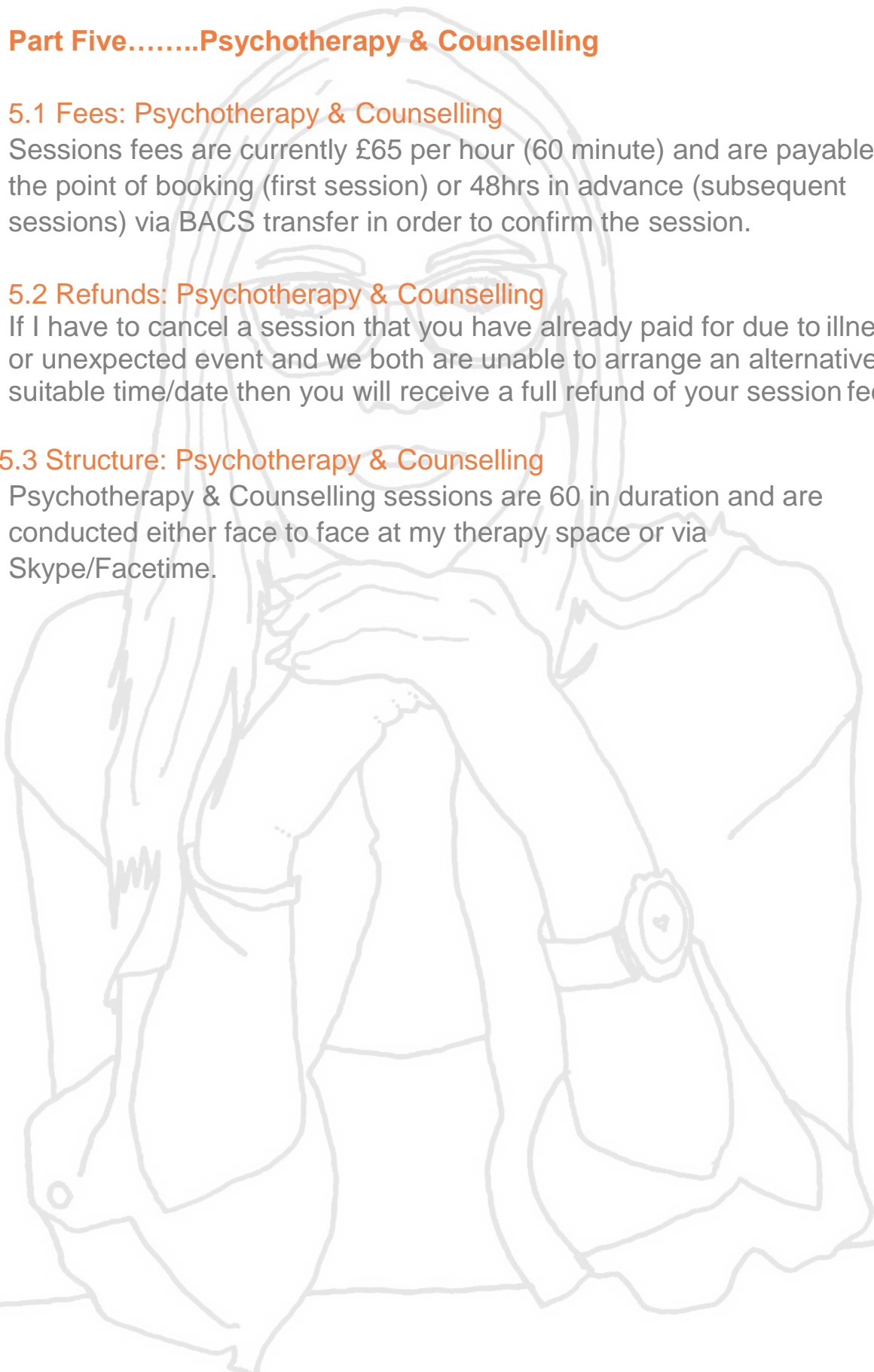
Sessions fees are currently £65 per hour (60 minute) and are payable at the point of booking (first session) or 48hrs in advance (subsequent sessions) via BACS transfer in order to confirm the session.

### 5.2 Refunds: Psychotherapy & Counselling

If I have to cancel a session that you have already paid for due to illness or unexpected event and we both are unable to arrange an alternative suitable time/date then you will receive a full refund of your session fee.

### 5.3 Structure: Psychotherapy & Counselling

Psychotherapy & Counselling sessions are 60 in duration and are conducted either face to face at my therapy space or via Skype/Facetime.



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## **Part Six.....Mentoring Programmes** (includes the Love Your Life™, Mindful Business, Mindful Living and WellWoman™ programmes of care)

### **6.1 Fees: Mentoring Programmes**

The Mentoring Programmes fees & payment plans are listed on the website ([lorifitzgerald.co.uk](http://lorifitzgerald.co.uk)) under each programme title. If you are in doubt of the fees please do ask. Payment is via BACS transfer and is to be made before any supported transformation work is undertaken as per the terms laid out in the introductory email you will receive.

### **6.2 Refunds: Mentoring Programmes**

.i) You have a 14 day cancellation/cooling off period from the date of entering into the contract. Within this period of time if you change your mind you will receive a full refund on any monies paid up to that point. If you decide to waver the 14 day cooling off period and start sooner then refunds can only be given on a pro-rata basis and you will be charged for the work and time taken to that point.

.ii) I require notice of cancellation in writing (email is fine & dandy) and it must be within the cancellation period outlined above.

.iii) If services have been agreed to and provided within the cancellation period you/the client must pay for those services received.

iv) Missed mentoring sessions (either 'no-shows' or sessions that haven't been rearranged with a minimum of 48hrs notice) can be rearranged for an additional fee. No refunds will be given for missed sessions. This applies to the Love Your Life Mentoring Programmes, the Mindful Programmes, Creative Direction and ad hoc mentoring.

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**\*Please note:**

I do need to ensure you understand that the WellWoman™ and Love Your Life™ Transformation Mentoring Programmes fees are an investment and refunds will not be given if the work feels challenging, intense or tough (we can & will work through this together-that is part of the journey).

You are responsible for the levels of commitment, integrity, congruence and honesty on your journey (including your commitment to any additional work set and agreed by us both as well as the financial commitment as agreed).

However I appreciate there will be other circumstances where a refund is necessary. These will be considered on a case by case basis and if agreed to I will refund any fees on a pro rata basis based on where you are in the programme at that time and the work/support I have already provided.

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## 6.3 Structure: Mentoring Programmes

The WellWoman™ and Love Your Life™ course involves the following commitment from you;

- 6.3.1 Access to a computer, your own email address and an operational Skype and/or Facetime account.
- 6.3.2 A willingness to take responsibility for your life and the changes you wish to make and your involvement in the course.
- 6.3.3 Undertaking an initial 3 day self-discovery piece of work at your home (this is around 1 x hour of work on Day One, 3 x hours on Day Two and 4 x hours on Day Three).
- 6.3.4 A weekly or fortnightly (or as agreed) 60 minute 1:1 online mentoring session.
- 6.3.5 Weekly reflective practice up to 2 hours for the duration of your chosen course.
- 6.3.6 A final 30 minute embedded life session (Love Your life only)
- 6.3.7 Any other work as agreed between you/the client and I/the mentor.

### Part Seven.....Intellectual Property

My intellectual property including but not limited to any/all course content, course name, blog posts, vlogs, worksheets, emails and any other work produced under the working titles of WellWoman™ or Love Your Life™ or produced by myself (Lori Fitzgerald) or by my company (Lori Fitzgerald Ltd) remain the intellectual property of Lori Fitzgerald Ltd and are not to be used or shared for any other purpose without prior permission from Lori Fitzgerald.

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## Part Eight.....Our Agreement

I declare that I have read through the entire contract parts one to six and the course content (if applicable) and I am in agreement to all contract content and I am therefore happy to work with Lori Fitzgerald @ Lori Fitzgerald Ltd at this time.

**Signed (client):**

**Print full name (client):**

**Date (client):**

**Signed (therapist/mentor):**

Please return the signed contract either via scanned email to [lori@lorifitzgerald.co.uk](mailto:lori@lorifitzgerald.co.uk)

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