

**Frauke Pelz**

*Integrative counsellor, Postgraduate DipHIC, CCTP1*

BACP membership no: 00794515

Practice Rooms, in person work: The Wellbeing Centre, Manor House, Bank Street, Chepstow, NP16 5EL

Virtual sessions: zoom or telephone

Telephone: 07975849704

Email: fraupepelz65@gmail.com

***Client Information***

I work with adults on an individual basis. I offer weekly face-to-face or virtual counselling sessions for instance, by telephone or zoom.

I abide by the framework of ethical and safe practice as set out by BACP (British Association for Counselling and Psychotherapy). You can access these standards on [www.bacp.org.uk](http://www.bacp.org.uk).

*Fee*

£55 for a 50min session, cash or bank transfer at the beginning of each session, please

I am happy to discuss and offer concessionary places in some circumstances.

*Cancellations*

If I have to cancel a session I will endeavour to give you several weeks' notice. I will not charge you for sessions that I may have to cancel. I will try and offer you an alternative appointment at the usual fee.

If you have to cancel a session with *less than three days' notice* I will charge you the full fee. This includes non-attendance due to illness or hazardous weather. I will however endeavour to offer you an alternative appointment within the same week.

## *Confidentiality*

What we talk about will stay strictly confidential between us with two exceptions:

In accordance to the abovementioned codes of practice, I work with a clinical supervisor. This is to safeguard the highest possible standard of service to you. I may discuss some details of my work in supervision; however, I will not reveal information that could identify you.

If you share information that suggests to me that you or anyone else is in great danger, I may discuss my concerns with other professionals or agencies, for instance with your GP. I have a statutory duty of care to safeguard vulnerable adults and children and to share information about terrorism, human trafficking or other serious criminal acts. In these exceptional circumstances I will endeavour to discuss the issue with you first.

## *GP details*

I will ask you for your GP contact details. I will however only contact your GP if I believe that you may need urgent medical care. I will endeavour to discuss the matter with you first.

## *Some Practicalities*

Practice Room: There is a large public car park in very close proximity to the building. There is currently a small parking charge between 8:00 - 18:00. There is also a free car park at Chepstow leisure centre approximately 300m away. There are toilets in the practice. Unfortunately, the Practice Rooms are currently inaccessible for wheelchairs.

**Please, do not hesitate to ask me if you have any questions with regards to any of the above.**

***Frauke Pelz***

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