CAIRN PSYCHOLOGY PRACTICE

1 Berry Street, Aberdeen AB25 1HF

info@cairnpsychologypractice.co.uk

Terms of Business and Service Level Agreement for Private Psychological Services (Private Adult Outpatient Services under Scots Law)

IMPORTANT CONTRACTUAL NOTICE: *Cairn Psychology Practice operates strictly as an adult outpatient service. By executing this agreement, you formally warrant that you are aged 18 years or over. This contract, all clinical services rendered, and any subsequent disputes are governed exclusively by Scots law and are subject to the exclusive jurisdiction of the Scottish courts.*

1. Professional Framework & Regulation

1.1 Cairn Psychology Practice provides evidence-based psychological assessments and therapeutic interventions. All psychological services are delivered by qualified practitioners registered with the Health and Care Professions Council (HCPC) and bound by the ethical frameworks of the British Psychological Society (BPS) and/or the British Association for Behavioural and Cognitive Psychotherapies (BABCP).

1.2 The standard clinical framework consists of a 'therapeutic hour'. This comprises 50 minutes of direct client contact (whether face-to-face or remote) and 10 minutes allocated to contemporaneous clinical record-keeping, administrative logging, and treatment planning.

2. Modes of Service Delivery

2.1 Services are delivered on a hybrid basis via two distinct pathways, as mutually agreed upon during scheduling:

- **In Person Clinic Appointments:** Sessions take place in designated, confidential clinic environments at the clients nearest location (Aberdeen, Montrose or Dundee). The client agrees to arrive promptly. No specific static office address is hardcoded herein; room location details will be issued securely alongside booking confirmation emails.
- **Remote/Online Video Therapy:** Sessions are conducted via encrypted video platforms (e.g., Zoom, Microsoft Teams). The client is solely responsible for ensuring a stable internet connection, functional audio-visual hardware, and a fully private, confidential space. If a session is truncated or disrupted due to client-side hardware, network drops, or an unsecure environment, the full session fee remains payable.

3. Forward Booking & Scheduling Boundaries

3.1 In order to preserve clinical availability and prevent speculative calendar hoarding, a rolling 30-day forward calendar limitation is strictly enforced. Clients may only book standalone or recurring sessions up to a maximum of 30 calendar days in advance.

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4. Fees, Payment Mandate, and Account Arrears

Initial Consultation – 20-minute initial consultation online no charge. Our initial consultation is available online only.

4.1 The baseline professional fee for individual psychological assessment and psychological therapy is set at a flat rate of £120.00 per hour for online sessions and £130 per hour for 'in person' sessions.

4.2 **The 48-Hour Advance Payment Mandate:** Full payment of the session fee must be received via electronic bank transfer (BACS) or Stripe payment and fully cleared no later than 48 hours prior to the scheduled appointment time. It is the client's responsibility to arrange the clearing window.

4.3 **Automatic Cancellation:** If cleared funds are not visible in the practice bank account by the 48-hour advance deadline, the booking system will automatically cancel the reservation and release the time slot back to the public availability pool without liability or further notification.

4.4 **Account Arrears and Service Suspension:** In the event that any session balance, insurance shortfall, or late fee remains outstanding, Cairn Psychology Practice applies an immediate account freeze. All future scheduled sessions will be automatically suspended, and no further bookings will be permitted until the balance is cleared in full.

5. Strict 24-Hour Cancellation & 15-Minute No-Show Rules

5.1 **Standard 24-Hour Notice Window:** Any modification, rescheduling request, or cancellation of a scheduled session must be submitted in writing via the authorised email channel at least 24 hours prior to the appointment time.

5.2 **Late Cancellation Forfeiture:** Where less than 24 hours' notice is provided, or if a session is entirely missed, the client is liable for a non-negotiable late cancellation fee equal to 100% of the session cost (£120.00 if online or £130.00 if an 'In Person session is agreed and scheduled). Clients utilising Private Medical Insurance (PMI) are explicitly notified that insurance companies do not indemnify missed appointments or late cancellations; therefore, all such charges must be settled out-of-pocket by the client personally.

5.3 **The 15-Minute No-Show Boundary:** For both face-to-face appointments and online video lobbies, the practitioner will remain in attendance for a maximum grace period of 15 minutes. If the client fails to arrive or connect within this 15-minute window, the appointment is formally logged as a 'No-Show', the practitioner will terminate the session, and the full fee for the session is forfeited or charged.

6. Authorised Communication Channels

6.1 To ensure administrative tracking, professional clinical boundaries, and robust data protection, all operational, scheduling, booking, and billing matters must occur strictly through the official practice work email address.

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6.2 **Prohibition of Messaging Platforms:** Cairn Psychology Practice enforces a zero-tolerance policy regarding informal communication platforms. For Clinical safety reasons Text messages (SMS), WhatsApp chats, and social media messaging are strictly prohibited. Any incoming communications via these channels will be systematically ignored and deleted. Persistent violations of this communication framework compromise clinical safety and will trigger an immediate administrative review of the clients treatment agreement.

7. Limits of Confidentiality & Risk Disclosures

7.1 Clinical records and personal disclosures are processed with the highest standard of security in compliance with the UK General Data Protection Regulation (UK GDPR) and Data Protection Act 2018. However, clinical confidentiality is legally and ethically qualified, and a breach of confidentiality will occur without your consent under the following strict criteria:

- **Immediate Risk of Harm to Self:** If the practitioner assesses that you are in imminent danger of severe self-harm or suicide, relevant external clinical or emergency entities will be notified to ensure your preservation of life.
- **Immediate Risk of Harm to Others:** If you disclose an active intent, conspiracy, or specific plan to inflict serious physical injury, violence, or death upon an identifiable third party, Police Scotland and protective agencies will be notified immediately.
- **Statutory Safeguarding Duties:** Where information is disclosed that raises a reasonable suspicion of ongoing or historical neglect, abuse, or exploitation of a minor or a vulnerable adult, Cairn Psychology Practice is bound by statutory obligations to report these details to Social Work services.
- **Legal and Statutory Mandates:** Cairn Psychology Practice is legally bound to disclose records or information if compelled by a formal warrant or order issued by the Scottish courts, or under specific statutory anti-terrorism and drug-trafficking legislation active in the United Kingdom.

7.2 **Actionary Framework:** Unless doing so introduces an immediate, unmanageable safety risk to the practitioner or a third party, the clinician will make a reasonable, professional attempt to discuss the clinical necessity of breaking confidentiality with you before sharing information with external bodies (such as your General Practitioner, local NHS psychiatric crisis teams, or Police Scotland).

8. Out-of-Hours Emergency Protocol & Liability Shield

8.1 Cairn Psychology Practice is an outpatient psychological service offering routine psychological assessment and therapeutic intervention and is strictly not equipped to offer acute, immediate psychiatric crisis management or emergency intervention. The practice email is not monitored out-of-hours.

8.2 **Crisis Routing:** If you experience acute psychological distress, escalating self-harm urges, or a psychiatric crisis outside of your designated appointment hour, you must bypass the practice entirely and utilise public emergency infrastructure immediately:

- **NHS 24:** Dial 111 immediately to speak with the NHS Scotland integrated triage and out-of-hours mental health teams.

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- **Breathing Space Scotland:** Call 0800 83 85 87 (Free, confidential helpline for individuals in Scotland experiencing low mood, depression, or distress).
- **The Samaritans:** Dial 116 123 for immediate 24/7 active emotional support.
- **Acute Facilities:** Attend your local NHS Accident and Emergency (A&E) department or dial 999 immediately.

9. Contractual Acceptance & Sign-Off

By signing below, the client confirms that they have read, understood, and unreservedly accept all scheduling limitations, financial payment mandates, communications policies, risk frameworks, and emergency service limits detailed within this agreement.

Client Printed Name: _____

Client Signature: _____

Date: ____ / ____ / 20___