



Terms and Conditions

Introduction

Welcome to the website of Barbara Farinelli Counselling. By accessing or using this website, you agree to comply with the following Terms and Conditions. Please read them carefully.

Accessing this website or contacting me through it does not in itself establish a therapeutic relationship. A counselling agreement is only formed once an initial session has been booked and confirmed.

These Terms apply to all visitors, clients, and others who access or use this website or engage in counselling through this service.

Professional Services

I provide professional counselling services to adults, children, and young people in both English and Italian. Sessions are available face-to-face (based in the United Kingdom) and remotely (online or by phone).

All services are delivered in accordance with professional ethical guidelines, including those of the British Association for Counselling and Psychotherapy (BACP) or equivalent professional body.

Website Content

The content on this website is for general information only and does not constitute psychological, medical, or legal advice.

You should not rely on the information on this site as a substitute for counselling, diagnosis, or treatment from a qualified professional.

If you are experiencing a mental health crisis or need immediate support, please contact your GP, emergency services, or a crisis service such as Samaritans (116 123).

Booking and Cancellation Policy

Appointments may be arranged via the website contact form, email, phone, or WhatsApp.

Sessions must be paid for in advance, unless otherwise agreed.

Cancellations require at least 24 hours' notice to avoid being charged the full session fee.

Missed appointments or late cancellations (less than 24 hours' notice) will normally be charged in full.

If I need to cancel or reschedule, I will notify you as soon as possible, and no charge will apply.

Confidentiality

Your privacy is very important to me, and everything shared in sessions is treated with the utmost confidentiality.

Exceptions to confidentiality include:

- Risk of serious harm to yourself or others
- Legal obligations (e.g. safeguarding, terrorism, money laundering)
- Professional supervision (where details are anonymised and bound by confidentiality)

For full details, please see the Privacy Policy

Remote/Online Therapy

For online or telephone sessions, it is your responsibility to ensure you have:

- A private, quiet space for confidentiality
- A stable internet or phone connection

Sessions are conducted via secure, encrypted platforms, in line with data protection requirements.

Barbara Farinelli Counselling cannot be held liable for technical issues that arise on your side during a remote session.

Intellectual Property

All content on this website (including text, logo, design, and images) is the property of Barbara Farinelli Counselling and may not be copied, reproduced, or distributed without prior permission.

Limitation of Liability

While every effort is made to ensure the accuracy and reliability of the information provided on this website, Barbara Farinelli Counselling is not liable for:

- Any errors or omissions in website content
- Decisions made based on information found here
- Content on external websites linked to from this site
- Technical issues or website downtime

Counselling is a collaborative process. While it can be highly beneficial, outcomes cannot be

guaranteed. You remain responsible for your own decisions, choices, and actions during and after counselling.

Governing Law

These Terms are governed by and interpreted in accordance with the laws of England and Wales. Any disputes will be subject to the exclusive jurisdiction of the English courts.

Contact

If you have any questions or concerns about these Terms, please contact:

Barbara Farinelli Counselling

■ Email: barbarafarinellcounselling@gmail.com

■ Phone: +44 7990 751 359