Aubrieta Online Therapy

Therapy Information & Terms - Individual Therapy

Please read this document when considering therapy with Aubrieta Online Therapy. It explains how individual therapy is provided and the practical arrangements involved, helping you to have clear information from the outset. If, following your initial consultation, we agree to proceed with therapy, you will be asked to confirm that you have read and agree to these terms by completing a short Therapy Agreement form before therapy begins. Any questions can be discussed at your appointment.

Starting therapy and how it works

1. All therapy at Aubrieta Online Therapy is provided by myself, **Vicki Finlayson**. I practise in line with the **British Association of Behavioural and Cognitive Psychotherapies (BABCP) Standards of Conduct, Performance and Ethics**.

2. During the initial therapy appointments, we will explore the difficulties you would like support with, including when and how they began and how they are affecting your life. We may also discuss previous treatments, earlier life experiences and your concerns about the future. These early appointments help us to develop an agreed treatment approach that supports your goals for therapy.

3. The number of sessions you require will depend on your individual circumstances and treatment goals. CBT treatment can typically last between **5 and 20 sessions**, and this will be reviewed together as therapy progresses.

4. All sessions are held online using **Microsoft Teams**. You will receive guidance on how to access the platform when you book your first appointment. Sessions can be joined on a mobile phone, tablet, laptop, or PC. As documents may be shared during sessions, using a larger screen may offer more comfortable viewing.

5. CBT sessions typically last **60 minutes**. The frequency of sessions will depend on your treatment goals and personal circumstances, with options to meet weekly, fortnightly, or monthly.

6. Therapy sessions will not take place if you attend under the influence of alcohol or non-prescribed substances. Any threats or acts of violence towards me will result in therapy being ended.

7. You will be advised of any potential interruptions to your therapy as soon as possible (for example, if I plan time off). It is also helpful if you can keep me informed of any plans or commitments that may affect your ability to attend. Therapy is most effective

when sessions are regular and follow an agreed treatment approach. If regular sessions are not possible, therapy may not be able to continue.

8. You can choose to end therapy at any time. If you wish, you are very welcome to talk with me about any concerns or difficulties you may be experiencing in therapy.

Fees and cancellations

9. Therapy fees are outlined on the Aubrieta Online Therapy website and are confirmed via email when booking your initial appointment. Payment is made via bank transfer, and payment details are provided when booking your first therapy appointment.

10. Therapy appointments are confirmed once payment has been received. Appointments can be provisionally held for up to **48 hours**, after which they may be offered to other clients if payment has not been received. If you need more time, please feel free to get in touch.

11. When making payment, please use your **first name or initials and the appointment date** as the payment reference. To protect your privacy, please do not use your full name.

12. Sessions cancelled with less than **24 hours' notice**, or missed without notice, are charged at the full session fee, as this time has been reserved for you. I understand that unexpected situations can arise and will always aim to apply this policy fairly and with discretion. If you need to cancel or reschedule a session, please contact me by email at **vicki@aubrieta-online-therapy.com** as soon as possible.

13. If you cancel a session with more than 24 hours' notice, you may choose to reschedule your appointment or receive a full refund. Refunds will be processed within a reasonable timeframe once payment details have been provided.

14. If you arrive late for a session, the session will still end at the scheduled time and cannot be extended. If you have not arrived within **15 minutes** of your scheduled appointment time, this will be recorded as non-attendance and charged at the full session fee. Sessions cannot be discounted if you are unable to use the full appointment time.

15. If your therapy session needs to be cancelled by me due to illness or unforeseen circumstances, you will be informed as soon as possible via email and offered an alternative appointment time or a full refund. If I arrive late to a session, the session will be extended where possible so that you receive the full agreed session time. If this is not possible, an appropriate adjustment will be made to ensure fairness. If I have not joined the session within **15 minutes** of the scheduled appointment time, please assume an unexpected issue has occurred (for example, technical difficulties), and I will contact you as soon as possible.

Confidentiality, supervision, and record keeping

16. The BABCP Standards of Conduct, Performance and Ethics require that Aubrieta Online Therapy maintains your confidentiality and keeps information about you safe and secure. Information shared in therapy is treated as confidential and is not shared with others without your consent, except in the circumstances outlined below. Further details about how your personal information is collected, used, stored, and shared can be found in the **Aubrieta Online Therapy Privacy Notice**, available on the website.

17. Notes are taken during and after therapy sessions, and you may be asked to complete questionnaires relating to your mental health and wellbeing. These form part of your clinical record and are stored securely in line with the UK data protection law.

18. To ensure safe and ethical practice as an accredited CBT therapist, I engage in regular training and clinical supervision. As part of this, aspects of our work together may be discussed with my clinical supervisor. No information that could identify you is shared, and my supervisor is also bound by professional confidentiality requirements.

19. There are limits to confidentiality. Information may be shared if I am concerned about your safety or the safety of others, where safeguarding concerns arise, where disclosure is required by law or court order, or where there is a serious risk of harm. Wherever possible, I will aim to discuss this with you in advance unless doing so would increase risk.

20. As part of my ongoing professional development, I may ask for your consent to record therapy sessions. Recordings are used to help me review my clinical work, reflect on my practice and ensure I am providing a high standard of therapy. You have the right to decline, and this will not affect the therapy you receive. Where consent has been given, recordings will be stored securely, used only for the agreed purpose, and deleted in line with data protection requirements. If you would like to record a session yourself for personal use, please discuss this with me in advance so that we can agree this together.

The therapeutic relationship and ending therapy

21. Therapy can sometimes feel demanding, frustrating, or emotionally challenging. I encourage open and honest discussion about any concerns you may have so that we can work together to address them wherever possible.

22. It is important that you understand the reasons behind any treatment approaches we agree to use. If you feel unsure or unhappy about any aspect of therapy, please raise this so that we can discuss it together.

23. You are welcome to contact me between sessions by email at **vicki@aubrieta-online-therapy.com**. I aim to respond within **48 hours**. Aubrieta Online Therapy does not provide an emergency or crisis service, and emails are not monitored continuously. Information about crisis and support options is available on the Aubrieta Online Therapy website. If I become concerned about your safety during a session, we will discuss appropriate next steps and how to access emergency support if needed.

24. Please do not contact me through my personal social media accounts. Aubrieta Online Therapy has business social media accounts which you are welcome to view or follow; however, these are not used for therapy-related communication. Please contact me by email regarding appointments or therapy. Please be aware that any public interaction with Aubrieta social media may be visible to others.

25. We will review progress regularly throughout therapy. As we approach the end of our work together, this will be discussed so that we can plan a helpful and supportive ending, including ways to maintain progress and consider further support if appropriate.

26. I will not end therapy suddenly or without discussion unless exceptional circumstances arise. If I am unable to continue working with you due to illness or other unforeseen circumstances, arrangements will be made to support you, which may include referral to another suitably qualified and professionally registered therapist.

27. To maintain clear professional boundaries, I carefully consider potential conflicts of interest and may not be able to work with everyone who enquires. Due to my NHS role, I am unable to offer private therapy to individuals registered with GP practices within the NHS area in which I work. I will check this with you as part of the initial enquiry process.

28. If you have concerns about my professional conduct or the service provided, I encourage you to raise these with me in the first instance. If you feel unable to do so, or are dissatisfied with my response, you have the right to make a complaint to my professional body, the **British Association of Behavioural and Cognitive Psychotherapies (BABCP)**.

29. You are welcome to ask questions at any point during therapy. My aim is to be open, transparent, and supportive throughout our work together.

Vicki Finlayson
Aubrieta Online Therapy

Last updated: 06 September 2026