# Terms and Conditions Treehouse Therapy

## Purpose of the present agreement

Welcome to my psychotherapy practice. This document contains important information about the practical and legal aspects of our work together. Before we start working together, I kindly request that you read the following terms and conditions. Your agreement to these terms and conditions is essential for the commencement of therapy sessions.

Confirmation can be provided in writing via email. If written confirmation is not provided for any reason, then by starting therapy (in-person and/or online) you agree to the terms and conditions of this agreement. You are required to respond in writing (via email) if you do not agree to the terms and conditions of this agreement.

The therapy contract is between you, the client, and Treehouse Therapy represented by me, Rebeka Razenberg. Upon your signature (or by attending the sessions), the document will constitute a binding agreement between you and Treehouse Therapy.

## 1. Confidentiality

1.1. All information shared during therapy sessions is strictly confidential, except when required by law or when there is a risk of harm to yourself or others. This confidentiality continues to remain intact even after the termination of our work together.

1.2. Supervision – I am required by my profession to have regular supervision sessions to ensure high quality of psychological services. During the supervision sessions I will discuss specific aspects of my work without revealing individual identities. In addition, supervision itself is subject to a confidentiality agreement between therapist and supervisor.

1.3. Record keeping – I keep written records of my sessions in order to keep track of topics covered in therapy and in order to offer the best possible treatment. At times, I will need to record our session(s) with a voice recorder as this is required to evaluate my work by professional bodies. I will always ask your agreement before I record a session. These records are kept in accordance with the General Data Protection Regulation (GDPR).

1.4. Sessions may not be recorded by either party without prior written consent.

1.5. You have the right to access the records that I hold about you. You can also request a copy of your records by sending me an email at rebeka@treehousetherapy.nl. I will provide you with the information within 30 days.

1.6. Your personal data will be kept for as long as they are necessary to achieve the relevant purposes. Certain data must be kept longer, in order to comply with statutory retention obligations, such as the tax retention obligation and the Medical Treatment Agreement Act. The retention period for medical data is 20 years and for financial data 7 years.

1.7. Email communication - Email communication is used for administrative purposes only, such as scheduling or rescheduling appointments, sending invoices, sharing documents or forms, confirming session times, and providing general information. While this practice uses reasonable safeguards (including professional email accounts, secure devices, and password-protected systems), you are responsible for securing your own email account and device, and for informing the therapist of any changes to your email address.

## 2. Goals, Purposes, and Techniques of Therapy

2.1. Treehouse Therapy specializes in providing psychotherapy and counselling services. I am not authorized to prescribe medications or offer medical advice. It is also not possible to obtain official diagnosis through me.

2.2. There could be several approaches to address the challenges you're facing. I am formally trained in ***Cognitive Behavioural Therapy*** and ***Acceptance and Commitment Therapy***. In my practice I will use one or the other depending on your needs.

2.3. Therapeutic success depends on a joint effort between you, the client, and me, the therapist. I am here to guide you in reaching your therapeutic goals, while you are responsible for the lifestyle choices/changes that may emerge from the therapeutic process. I cannot be held responsible for any decisions or changes made in your life.

2.4. Our therapeutic relationship is very important to me. Research shows that a good relationship with your therapist is the most significant factor for a successful outcome in therapy. Therefore, for me, honesty and transparency are essential ingredients in forming and maintaining a good relationship between us.

2.5. It's crucial for you to openly communicate any queries you have about my recommended treatment, and to actively contribute to defining the objectives of your therapy. As the therapy advances, these goals may evolve and we will revise these several times during the therapy.

2.6. The first several sessions will focus on evaluating your suitability for therapy and establishing therapeutic objectives. The therapy I provide is open-ended, emphasizing a gradual and thoughtful conclusion to treatment. It is crucial to avoid abrupt endings. Together, we will periodically assess your progress, allowing us to collaboratively determine the goals and duration of our work.

2.7. During therapy you may learn things about yourself that you don’t like. Personal development often involves changes and confrontation with your past self, which can cause challenging emotions such as sadness and anxiety. These are normal reactions to therapy.

## 3. Professional Boundaries

3.1. Throughout the sessions, we will be building a therapeutic relationship, which is a professional relationship and not a social one. Our contact will be limited to our sessions or telephone or email communication about the sessions during working hours only.

3.2. It may happen that we meet on the street. In order to protect your privacy, I will not greet you and I will pretend not to know you, unless you engage with me first. I will also not stop to talk with you, unless you want to exchange a few words.

3.3 It is not acceptable to offer gifts, to barter or trade services. In case this happens, I will politely refuse this, without meaning to insult you.

## 4. Appointments and Cancellation Policy

4.1. You can schedule an initial appointment via email or through the booking system. Subsequent sessions can be arranged at the end of each meeting or, if needed, via email or WhatsApp.

4.2. Each therapy session lasts 50 minutes and ideally will take place on a weekly basis. We can discuss our availability at the beginning of the intervention and decide on a schedule that is suitable to both of us.

4.3. Your commitment to the therapy and attending the sessions is essential. In case you arrive late, we will not be able to extend the length of your session.

4.4. It can happen that you will have to cancel an appointment, due to personal reasons. I kindly ask you to let me know as soon as you can that you want to cancel/reschedule an appointment. Sessions cancelled less than 72 hours in advance and missed sessions will still be charged the full fee, regardless of the reason for cancellation.

## 5. Fees and Payments

5.1. When accepting the agreement, an amount per session is agreed. The fee for a 50-minute uninsured/private psychological session in person or online is €90, unless otherwise agreed.

5.2. For sessions that take place outside of the office hours (in the evening after 17:00 or in the weekend), I charge €100 for a 50 minute session.

5.3. An invoice will be sent to you the week prior to the start of our next session and you are required to pay this invoice at latest two days before the session.

5.4. In case of no payment before the agreed date will result in the cancellation of our next session.

5.5. Insurance and Reimbursement. I work independently, without a contract with any insurer. You are responsible for seeking reimbursement from your insurance provider, if applicable.

## 6. Communication Between Sessions

6.1. Therapy takes place primarily within scheduled sessions.

6.2. Email or message communication is limited to:

a. Scheduling

b. Practical matters

6.3. I do not provide therapeutic support via email or messaging.

## 7. Online Therapy Disclaimer (If Applicable)

7.1. Telehealth sessions are conducted via secure digital platforms and are comparable to in-person sessions in structure and approach, although they may differ in practical aspects and may not be suitable for all clients or concerns, in which case alternatives or referrals will be discussed.

7.2. Sessions are conducted using secure, GDPR-compliant platforms, and you agree to protect your privacy by attending from a private location, using a secure internet connection, ensuring conversations cannot be overheard, and not recording sessions without prior written consent.

7.3. You are responsible for having a suitable device, stable internet connection, and tested equipment, and in case of technical disruptions we will attempt to reconnect or continue via phone or reschedule if needed.

7.4. Telehealth services are provided in accordance with the laws of the country in which I am registered (the Netherlands), and you are responsible for ensuring that receiving these services is legally permitted in your location if you are in a different country.

## 8. Termination of Services

8.1. Either party may choose to terminate therapy at any time. It is recommended that we discuss this decision openly and plan a termination process.

8.2. There can be different reasons for terminating the therapy:

a. Joint agreement that no more sessions are needed.
b. You decide that you no longer wish to stay in therapy.
c. I establish that I can't offer therapy (anymore).
d. Conflict of interest.

e. Repeated late fee payment.
f. Non-compliance with the general terms of this therapy agreement.
g. Non-compliance with therapeutic recommendations.
h. No session has been agreed for a period of more than three months after the last session, unless explicitly agreed otherwise between us.

8.3. If I consider that your needs are beyond the limits of my competence, I reserve the right to terminate the therapeutic contract. I will discuss this with you in the session and I will also attempt to ensure a smooth transition to another therapist by offering specific referrals to you.

## 9. Emergency Situation

9.1. Treehouse Therapy does not have a crisis service. In the event of an emergency, please contact your General Practitioner, your local emergency room, or the "huisartsenposten".

9.2. If you are having suicidal thoughts, seek help at https://www.113.nl/english (the suicide prevention website) or call 113 or 0800-0113. If you are not in the Netherlands, you can use the 113-chat service.

## 10. Feedback and Complaints

10.1. I value your opinion and feedback. If you have any feedback and suggestions for improvement, I will be happy to hear about them. To follow professional guidelines and code of ethics, I am registered with The Netherlands Institute of Psychology (NIP).

10.2. If you feel concerned about the way I practice and wish to make a complaint, I would ask you speak to me first of all. If we cannot reach an agreement there is always the option to file a formal complaint either through Klachtenportaalzorg

https://www.klachtenportaalzorg.nl/klacht-indienen-klachtenportaal-zorg/, or through NIP - https://psynip.nl/beroepskwaliteit/tuchtrecht/.

## 11. Responsibility and Liability

11.1. Providing effective therapeutic outcome is my main goal and I will use my skills and care in providing the service that you choose. I do not give advice on decisions or changes in your life. I will only support your process and choices. I cannot be hold responsible for the decisions or changes in your life.

11.2. Every person is different and so are the therapy sessions. I cannot promise you, let alone guarantee, that there will be successful outcomes. It is your responsibility for achieving this with my help.

11.3. If you are not satisfied with the therapy's outcome, there is no refund. I do not accept any liability in relation to the therapy and modalities used in session.

11.4. I cannot be held liable, except in the case of intent or gross negligence on my part, for any direct damage suffered by you as a result of not (or not fully) proceeding with the therapeutic prescriptions.

11.5. I cannot be held liable for any adverse consequences that have arisen because you have provided incorrect or incomplete information, or because you have not provided information that is known and available to you in the medical files of a doctor / specialist or other practitioner.

11.6. I cannot be held liable for any damage to third parties, for any reason, arising from your conduct or your actions.

## 12. Changes to Terms and Conditions

12.1. I reserve the right to update these terms and conditions as needed. Any changes will be communicated to you in advance.

12.2. By engaging in therapy with me, you indicate your understanding and agreement to these terms and conditions. If you have any questions or concerns, please do not hesitate to discuss them with me.

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Rebeka Razenberg

Treehouse Therapy

Email: rebeka@treehousetherapy.nl

Please retain a copy of these Terms and Conditions for your records.