

Terms & Conditions

SMART MINDS

Effective date: 18 August 2026 | Review date: August 2027

1. About these Terms

These Terms and Conditions apply to counselling and related support provided by SMART MINDS. By booking or attending a session, the client (or, where appropriate, the parent or guardian arranging the service) agrees to these Terms. They should be read alongside the SMART MINDS Privacy Policy, Safeguarding Policy and any counselling consent or intake documentation.

2. Nature of the service

SMART MINDS provides counselling using a Solution Focused Brief Therapy (SFBT) approach underpinned by Islamic values. Counselling is collaborative: the counsellor will listen without judgement and work with the client to identify hopes, strengths, resources and practical next steps.

Counselling does not guarantee a particular outcome and is not a substitute for emergency, medical, psychiatric, legal or other specialist services where those services are required. Where SMART MINDS considers another service more appropriate, this will be discussed and signposting or referral may be recommended.

3. Sessions and duration

Sessions are arranged by appointment. The length, format and fee for a session will be confirmed when booking. Sessions may be online or in person depending on the service booked.

SMART MINDS follows a brief, solution-focused model. There is no requirement to commit to a fixed number of sessions unless a particular package has been agreed. The first session may also be the last if the client feels that sufficient progress has been made. The aim is to help clients recognise and use their own resources rather than create dependency on counselling.

4. Fees and payment

The applicable session or package fee will be communicated before booking. Unless otherwise agreed, payment is due in accordance with the payment instructions provided by SMART MINDS. Where a third party, parent or guardian pays for counselling, payment does not give that person an automatic right to confidential information about the client's sessions.

Any change to an agreed fee will be communicated clearly before it applies to a future booking.

5. Cancellation and rescheduling

Clients are asked to give at least 24 hours' notice if they need to cancel or rearrange an appointment.

Cancellations, requests to reschedule, or non-attendance with less than 24 hours' notice may result in the full session fee being charged. SMART MINDS will consider the circumstances and retains discretion not to apply the charge where it would be unreasonable to do so. The purpose of the charge is to reflect time reserved for the client that may not be possible to offer to somebody else at short notice.

Where SMART MINDS cancels a session, no fee will be charged for that session and any fee already paid for it will be transferred to a rearranged appointment or refunded, as appropriate.

6. Late arrival

If a client arrives late, the session will normally still finish at the originally scheduled time because another appointment may follow. The full session fee may remain payable. Where the counsellor is responsible for a delayed start, reasonable steps will be taken to provide the agreed session time or make an appropriate adjustment.

7. Confidentiality

Counselling discussions are treated as confidential. Confidentiality is, however, subject to important legal, ethical and safeguarding limits. Information may need to be shared where there is a safeguarding concern, a serious risk to a person, a legal requirement, or another lawful and proportionate reason.

Where appropriate and safe, SMART MINDS will seek to discuss a proposed disclosure with the client before information is shared. Further information is contained in the SMART MINDS Privacy Policy and Safeguarding Policy.

8. Professional supervision

Professional supervision forms part of responsible counselling practice. Relevant aspects of client work may be discussed with an appropriate supervisor to support ethical and effective practice. Information will be minimised or anonymised wherever practicable, and supervisors are expected to maintain confidentiality.

9. Children and young people

SMART MINDS may work with clients under 18 subject to appropriate consent, contracting and safeguarding arrangements. The young person's privacy will be respected and parents or guardians do not automatically receive a detailed account of counselling conversations.

The limits of confidentiality will be explained at the outset. Information may be shared with a parent, guardian or safeguarding professional where this is necessary and appropriate to protect the young person or another person.

10. Online sessions

For online counselling, clients are responsible for having a suitable device, internet connection and, as far as reasonably possible, a private environment for the session. SMART MINDS will take reasonable steps to use appropriate communication systems but cannot guarantee uninterrupted technology or internet connectivity.

If an online session is significantly disrupted by technical problems, SMART MINDS and the client will agree a reasonable way forward, which may include reconnecting, using another agreed method or rearranging the remaining session time.

11. Communication outside sessions

Contact outside counselling sessions should generally be limited to appointments, payments, practical arrangements or necessary welfare and safeguarding matters. Messaging and email are not intended to operate as an ongoing counselling or emergency support service.

12. Emergencies and urgent support

SMART MINDS is not an emergency or crisis service and cannot guarantee immediate availability outside booked sessions. If urgent professional assistance is required, the client or responsible adult should contact the appropriate emergency, health or safeguarding service.

13. Professional boundaries and respectful conduct

SMART MINDS seeks to maintain a respectful and professional counselling relationship. Clients are expected to communicate respectfully and not engage in threatening, abusive, discriminatory or seriously inappropriate behaviour. SMART MINDS may pause or end counselling where continuing would be unsafe, professionally inappropriate, outside competence, or where professional boundaries cannot reasonably be maintained.

Where practicable, concerns will be discussed with the client before services are ended and appropriate signposting may be provided.

14. Records and data protection

SMART MINDS may maintain appropriate client, counselling, booking, payment and safeguarding records. Personal information is handled in accordance with applicable UK data protection law and the SMART MINDS Privacy Policy.

15. Ending counselling

The client may decide to end counselling at any time, subject to any fee properly due for a booked session under the cancellation terms above. SMART MINDS may also recommend bringing counselling to an end where the client's goals have been met, another service would be more appropriate, the work falls outside the counsellor's competence, or continuation is no longer professionally appropriate.

Where possible, endings will be discussed openly so that progress, resources and useful next steps can be reviewed.

16. Complaints and feedback

SMART MINDS welcomes constructive feedback. If a client is unhappy with the service, they are encouraged to raise the matter directly so that it can be considered and, where possible, resolved. Complaints should be sent to: [INSERT SMART MINDS EMAIL]. A separate complaints procedure may be provided on request.

17. Consumer rights

Nothing in these Terms is intended to exclude or restrict rights that a client has under applicable consumer law. Where statutory cancellation or other consumer rights apply, those rights take priority over any inconsistent wording in these Terms.

18. Changes to these Terms

SMART MINDS may update these Terms from time to time to reflect changes in services, professional practice or legal requirements. Material changes affecting an existing booking or ongoing arrangement will be communicated reasonably and will not be applied retrospectively in a way that unfairly disadvantages the client.

19. Contact details

- Service: SMART MINDS
- Counsellor: Usman Ahmed
- Email: [INSERT SMART MINDS EMAIL]
- Telephone: [INSERT SMART MINDS NUMBER]

Client acknowledgement

By booking or attending counselling with SMART MINDS, the client confirms that they have had the opportunity to read and understand these Terms and Conditions, including the cancellation, confidentiality and safeguarding provisions.