



PSYCHOLOGICAL SERVICES AGREEMENT

Client-Psychologist Agreement

Confirmation of consent to consultations and awareness of the limits of responsibility.

Maria Psychologist

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This agreement sets out the terms of cooperation between the psychologist and the client: the rights and duties of each party, the payment rules, and the cost of consultations. Its purpose is to create a safe, transparent and clear space for the work.

By starting the cooperation, the client confirms that they have read the terms of this agreement, understand the limits of each party's responsibility, and agree to them.

I

Rights and duties of the psychologist

- 1.1** During a consultation the psychologist follows the client's request, sharing observations, thoughts, interpretations and hypotheses.
- 1.2** The psychologist is obliged to provide information about their methods of work, experience, education and everything related to the work with the client.
- 1.3** The psychologist undertakes to maintain confidentiality in everything concerning the relationship with the client, their personal life and life circumstances. What happens in a session may not be disclosed to any family members, friends, relatives or outsiders without the client's consent (the exception is presenting the case for supervision — the client's name and any data that could identify them are not disclosed during supervision).
- 1.4** If symptoms revealed during therapy may be dangerous to the client or others, the psychologist is obliged to inform those who can provide qualified help. Confidentiality may be waived if the client requests or agrees that, in their interest, information be passed to third parties.
- 1.5** For the duration of the agreement the psychologist may not enter into friendly, romantic or business relationships with the client.
- 1.6** If the psychologist cancels a session less than 3 hours before its start, they compensate the client with the full cost of the next session, which is then held free of charge.
- 1.7** If the client arrives at a session under the influence of alcohol, drugs or strong psychotropic substances, the psychologist has the right to consider the session paid for and completed.
- 1.8** The psychologist has the right to recommend that the client consult a psychiatrist, neurologist or other specialists if they see a need for it.

II

Rights and duties of the client

- 2.1** The client arrives at the session at the agreed time. In case of lateness, the consultation time is not extended.
- 2.2** The client and the psychologist together discuss the length and frequency of sessions. The psychologist may recommend the frequency and duration of consultations, but the final decision rests with the client.
- 2.3** The client has the right to receive information about the psychologist's methods, experience, education and qualifications, and everything related to the shared work.
- 2.4** The client shares their feelings, states, thoughts and emotions as accurately and openly as possible throughout the work — this is important for its effectiveness.
- 2.5** The client arranges a stable connection and internet, and a quiet, calm space before working with the psychologist.
- 2.6** If the client wishes to end the therapeutic relationship, it is recommended to inform the psychologist in advance and to hold a closing therapeutic session.

III

Payment rules (online)

- 3.1** The client pays in full for each upcoming session.
- 3.2** Payment for a session must be made no later than 20 hours before the agreed time. If payment is not made, the session is considered cancelled.
- 3.3** The client may cancel a session at least 12 hours in advance without paying for it.
- 3.4** If the client reschedules or cancels a session less than 3 hours in advance, the full cost of the session is charged.

IV

Cost of consultations (online)

- 4.1** Initial consultation (online). Getting acquainted, assessment and defining the goals and direction of further work, the frequency of sessions and the duration of therapy. Format: Zoom, video call only. Duration: 60 minutes. Cost: UAH 600.
- 4.2** Individual consultation (online). Based on the goals defined in the first session, we work through the aspects that concern you, explore the causes of painful feelings and look for ways to improve your state. Format: Zoom, video call only. Duration: 60 minutes. Cost: UAH 1000.

Consultations are psychological, not medical, in nature and do not replace diagnosis or treatment by a doctor. The agreement is valid for the entire period of cooperation. Contacts: telegram @lucylofell · instagram @mari_losfellpsy · mariamental.com