

James Cremin Therapist & Life Guide

Terms and Conditions (July 2025)

Thank you for choosing to work with me. Please read these terms and conditions carefully to ensure a safe, respectful, and effective therapeutic experience.

1. Confidentiality

All information you share during therapy sessions is confidential and will not be disclosed to anyone without your explicit consent, except where required by law (such as risk of serious harm to yourself or others).

2. Professional Relationship

Our work together is a professional therapeutic relationship, not a social or personal one. I am here to support your growth and wellbeing within appropriate professional boundaries.

3. Payment

Sessions must be paid for at the time of booking or immediately after each session, depending on our agreed payment method. Please refer to the Cancellation Policy for details regarding missed or late-cancelled appointments.

4. No Guarantees

While I am committed to providing the best possible support, therapy outcomes depend on many factors, including your engagement and personal circumstances. I cannot guarantee specific results.

5. Emergency and Crisis Situations

Therapy sessions are not a substitute for emergency or crisis intervention. If you are in immediate danger or crisis, please contact emergency services or go to the nearest emergency department.

6. Termination of Therapy

Either you or I may decide to end therapy at any time. If I feel therapy is no longer appropriate or that another professional would better suit your needs, I will discuss this with you and assist with referrals.

7. Data Privacy

I take your privacy seriously. Personal information collected during the course of therapy is stored securely and used only for the purposes of providing services to you. I will never share your information without your consent, except where required by law. For online communications and record-keeping, I use secure and confidential methods in compliance with relevant privacy legislation.

8. Consent to Treatment

By engaging in therapy, you acknowledge that you understand the nature of therapy, including its potential benefits and risks, and consent to participate. You are encouraged to ask questions and discuss any concerns you have about the process at any time.

9. Limits of Liability

While I provide my services with care and professionalism, I am not liable for any indirect or consequential losses resulting from therapy. You agree that therapy does not replace medical or psychiatric care when needed and that you remain responsible for your own wellbeing and decisions.

10. Use of Online Platforms

If therapy sessions are conducted via online platforms, you acknowledge the potential risks involved, including privacy and confidentiality risks. I take reasonable steps to ensure secure communication but cannot guarantee complete security due to the nature of the internet.

Cancellation Policy

Your appointment time is reserved especially for you. I understand that unexpected events can arise, and you may need to reschedule or cancel your session. To help maintain a respectful and reliable schedule, I ask that you please observe the following policy:

Cancellations and Rescheduling

I require a minimum of **24 hours' notice** for all cancellations or requests to reschedule an appointment. This gives me enough time to offer the slot to another client who may be waiting.

Late Cancellations and No-Shows

Cancellations made with **less than 24 hours' notice** and missed appointments (no-shows) will incur the **full session fee**. This policy applies regardless of the reason, except in cases of genuine emergencies.

How to Cancel or Reschedule

Please contact me directly via phone, SMS, or email to make any changes. The time of notice will be based on when I receive the message, not when it is sent.

Occasional Therapist Cancellations

While I make every effort to honour our scheduled appointments, there may be rare occasions when I need to cancel or reschedule at short notice due to unforeseen circumstances. If this happens, I'll do my best to provide as much notice as possible and offer you an alternative time that suits you.

Consistent Cancellations

Ongoing missed or late-cancelled sessions may lead to a discussion about whether continuing therapy at this time is appropriate.

Thank you for your understanding and support in maintaining a consistent and respectful therapeutic space.