

Terms & Conditions

Gosia Miernik · Gosia Counselling & Psychotherapy
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Please read these Terms and Conditions carefully before using this website or purchasing any services. By accessing this website or booking a session, course, or workshop, you agree to be bound by these terms.

These terms apply to all services provided by Gosia Counselling & Psychotherapy, operated by Malgorzata Miernik, as a sole trader in England and Wales.

1. Counselling Services

All counselling and psychotherapy sessions are conducted online via Zoom.

- **Session length** — sessions are of a duration agreed at the time of booking.
- **Session frequency** — the frequency of sessions is agreed between us and may be adjusted as your needs change.
- **Fees** — sessions are charged at the fee agreed at the time of booking. Current fees are available on my website.
- **Payment** — payment must be made by bank transfer at least 24 hours before each session. If payment is not received, the session will not take place. Payment details will be provided upon booking.

You are not contracted to a specific number of sessions and may end therapy at any time without further charge.

Full details of how sessions are conducted, including confidentiality, supervision, and online requirements, are set out in your individual Counselling Contract, which must be signed before sessions begin.

2. Cancellations & Late Arrivals

A minimum of 24 hours' notice is required to cancel or reschedule an appointment. If less than 24 hours' notice is given, the full session fee will be charged.

If you arrive late to a session, the session will run for the remaining time only and cannot be extended, as this would affect other clients.

If you do not attend a session and do not contact me, I am unable to keep your counselling space open.

3. Courses & Workshops

From time to time I offer online courses and workshops. Full details, dates, and fees for each offering will be published on my website.

- Payments for courses and workshops are non-refundable within 7 days of the start date.
- If you cancel more than 7 days before the start date, a full refund will be issued.
- I reserve the right to cancel or reschedule a course or workshop. In the event of cancellation by me, a full refund will be issued.

4. Payment

All fees are stated in British pounds (£ GBP). Payment is accepted by bank transfer. Details for international payments including EU bank transfer (IBAN/SWIFT) and Revolut for US clients are available upon request.

All fees must be paid in full before services are accessed. Fees are non-refundable except as set out in these terms.

5. Confidentiality

All counselling sessions are conducted in strict confidence in accordance with the BACP Ethical Framework for the Counselling Professions. Confidentiality may only be broken in exceptional circumstances, including:

- Where there is a serious risk to your life or the life of a third party.
- Where statutory law requires disclosure to relevant authorities (such as cases involving terrorism, drug trafficking, or money laundering).

I work under regular clinical supervision. Client information shared in supervision is anonymised – only your first name is used, and nothing that could identify you.

6. Intellectual Property

All content on this website and in my courses, workshops, blog posts, and written materials – including text, images, and resources – is the intellectual property of Gosia Miernik and is protected by copyright law.

You may not reproduce, distribute, share, or display any content without prior written consent. This includes copying course materials, sharing session recordings, or reproducing written resources.

7. AI-Generated Content & Imagery

Some images used on this website and in my social media content may be created or modified using artificial intelligence (AI) tools. These images are used for illustrative, creative, or marketing purposes and may depict fictional people or situations.

AI-generated images depicting fictional people do not represent real clients or real individuals unless explicitly stated otherwise.

8. Limitation of Liability

Counselling and psychotherapy are professional services provided in good faith. While I am committed to providing the highest standard of care, I cannot guarantee specific outcomes from therapy.

I am not liable for any indirect, incidental, or consequential loss arising from your use of this website or the services provided. My total liability shall not exceed the fees paid for the service in question.

In an emergency, please call 999 or contact the Samaritans on 116 123. I am unable to provide emergency or crisis support.

9. Complaints

If you are unhappy with any aspect of the service, please discuss this with me directly in the first instance. If you feel unable to do so, or if the matter is not resolved to your satisfaction, you have the right to raise a complaint with my professional body:

British Association for Counselling and Psychotherapy (BACP) — bacp.co.uk

10. Privacy

Your personal data is collected and processed in accordance with my Privacy Policy, which can be read in full at gosiacounselling.com. By using this website or booking a service, you agree to the terms of my Privacy Policy.

11. Amendments

I reserve the right to update these Terms and Conditions at any time. Any changes will be published on this website. Your continued use of this website or services after any update constitutes your acceptance of the revised terms.

These Terms and Conditions are governed by the laws of England and Wales.