CHERRY BLOSSOM THERAPY

Therapy terms and service agreement

Final version 3.0 | Effective 3 November 2026 | Next review 3 November 2027

Cherry Blossom Consulting Ltd trading as Cherry Blossom Therapy | Company number 16479968
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https://cherryblossomconsulting.co.uk

These terms explain how Cherry Blossom Therapy provides paediatric psychotherapy and play therapy for clients aged 4 to 24 in England. The client is the person receiving therapy. A parent, referrer or funder may pay for therapy without becoming entitled to the client's confidential information.

Read these terms with the Privacy Notice, Safeguarding Policy and Procedure, Complaints Policy, and the relevant consent agreement. We will explain them in a way the client can understand and provide reasonable adjustments. Signing does not waive legal rights.

1 Who provides the service

The service provider is Cherry Blossom Consulting Ltd trading as Cherry Blossom Therapy. Sarah Musselwhite is the treating practitioner and designated safeguarding lead. Sarah holds an MSc in Counselling Children and Young People. Her professional status is PTUK registrant and Registered Member MBACP. Current registration, training and insurance must cover the particular intervention and age group offered.

Correspondence: cblossomtherapy@gmail.com. Cherry Blossom Consulting Ltd is registered in England and Wales. Contact details appear above.

2 Assessment and the therapy plan

Before accepting a referral we assess suitability, needs, risk, consent, accessibility and our competence to help. An initial assessment is a paid session and does not guarantee that ongoing therapy will be suitable. We agree the approach, venue or online arrangement, frequency, review points and intended outcomes. Sessions normally last 45 to 50 minutes and take place weekly, unless agreed otherwise.

Therapy may involve play, creative activities or talking. Difficult feelings can arise. We will review progress and discuss changes, concerns and alternatives. Outcomes cannot be guaranteed. We do not provide emergency care, medical diagnosis, medication or a forensic assessment through this agreement. Any separately commissioned work must be within competence and insurance.

3 Consent and choice

Consent is informed, voluntary and reviewed throughout therapy. A client may ask questions, decline an activity, ask for a pause or stop therapy. We do not force participation. For children under 16, the therapist assesses whether the child has sufficient understanding to consent to this intervention. If they do not, consent is sought from a person with parental responsibility or other verified legal authority, alongside the child's assent wherever possible.

Young people aged 16 or 17 are presumed able to consent to treatment, subject to decision specific assessment where needed; they remain children for safeguarding. Clients aged 18 to 24 consent as adults. A parent or funder does not consent for an adult merely because they pay or provide care. Where a client aged 16 or over lacks capacity, the Mental Capacity Act process and any lawful decision maker's authority must be documented before proceeding. Disputes or uncertainty require specialist advice.

4 Fees and reports

The fee is £75 per session, including the initial assessment, for the service described in this agreement. A therapeutic report costs £100 per report. We agree the purpose, scope, recipient and lawful basis for sharing before preparing it. Report writing is not included in the session fee. No report is sent automatically to a parent, school or funder.

These are the total client charges. There are no additional fees or separate tax supplements. Reports are therapeutic summaries within competence, not court expert reports or diagnostic reports. Requests for access to personal data are handled under data protection law and are not treated as £100 report orders.

Invoices are payable within 7 days unless agreed otherwise. Before starting, the payer must be identified and any third party funding authorisation confirmed. We will not transfer a funder's unpaid liability to a client or parent without their express prior agreement. Fee changes apply prospectively after written notice and agreement; the client can decline further sessions.

5 Cancelling or changing a session

Please give at least 24 hours' notice. With less notice, or if a session is missed, a cancellation charge of up to £75 may apply. It will not exceed the reasonable net loss caused, allowing for saved costs and any replacement booking. We consider emergencies and disability related circumstances fairly. This replaces any automatic penalty regardless of loss.

If the therapist cancels, there is no charge for the cancelled session. Any payment is refunded or, at the payer's choice, credited to a replacement session. We agree what happens when venue closures, severe weather, illness or unsafe conditions prevent a session. We do not charge a client cancellation fee for a session we decide cannot safely proceed.

Late arrival normally reduces the time available and does not extend the scheduled finish. Repeated missed appointments trigger a discussion about barriers, adjustments and the plan; they do not lead to an unexplained or unsafe ending. Any additional statutory cancellation rights that apply to the particular contract remain unaffected and will be explained before booking.

6 Arrivals and safety

For children, we agree an arrival, collection and supervision plan. At clinic sessions a parent or agreed responsible adult normally remains on site and contactable unless a different safe arrangement is recorded. In schools an identified staff member must be available. An adult client is not required to have a parent on site.

We consider sensory needs, communication, disability, illness and distress when assessing safety. We may pause, adapt or end an unsafe session, use the agreed handover plan, and contact emergency services where necessary. Distress or a diagnosis alone is not a reason to exclude someone. Intoxication or behaviour affecting safety requires an individual assessment. During hot weather, including outdoor temperatures of 30°C or more, we assess indoor temperature, ventilation, hydration and individual health risks and may rearrange.

7 Confidentiality and safeguarding

The session is private. We agree what general progress information may be shared and with whom. Parental responsibility, funding or an emergency contact role does not automatically give access to session detail or records.

Information may be shared where the client agrees, where law or a valid court order requires it, or where necessary and proportionate to protect a child or another person from harm under a lawful safeguarding or public interest justification. We normally explain this first unless that would increase risk, prejudice an

investigation or is legally prohibited. We assess each situation and share only what is needed; disclosure of any crime does not automatically remove confidentiality.

We follow child and adult procedures for Northamptonshire, Leicestershire and Rutland, using the appropriate authority for the person and circumstances. Immediate danger requires 999. A referral to a school, supervisor or GP does not replace a required referral to social care or police.

The Crime and Policing Act 2026 contains a forthcoming duty for people undertaking specified relevant activities to report certain suspected child sex offences. Where and when applicable, the statutory duty takes priority over a request for secrecy. The Safeguarding Policy explains the commencement check, triggers and exceptions. We will explain any new disclosure requirements before they affect ongoing therapy wherever practicable.

8 Supervision and professional communication

Clinical supervision supports safe therapy. We use anonymised or minimised material wherever possible and disclose identifiable information only where necessary, lawful and protected by confidentiality. Routine liaison with a school, GP, social worker or funder is agreed with the person legally entitled to decide, with its purpose and limits recorded. Safeguarding and legal disclosures are considered separately.

Appointments and administration may be discussed by agreed email or text. These channels are not continuously monitored and do not provide therapy or crisis support. Please avoid sending detailed clinical material by ordinary text or email; ask how to provide it securely. We do not connect with clients through personal social media. In public the therapist will not approach first and will protect privacy if approached.

We keep personal and professional relationships separate, assess any existing connection or conflict before accepting work, and do not exploit a client or carer. Sexual or sexualised relationships with clients or their carers are prohibited. We will discuss any unavoidable overlapping relationship and record a protective plan. If care causes harm or something significant goes wrong, we explain promptly, apologise where appropriate and act to reduce harm.

9 Records and privacy

Cherry Blossom Consulting Ltd is the data controller. Our Privacy Notice describes purposes, lawful bases, recipients, retention and rights. Client signatures acknowledge the notice; they are not blanket consent to all processing or disclosure. The client's rights remain their own, including when a parent asks to act for them.

Before using personal information in a digital system or tool, we explain the actual arrangements and obtain the client's or lawful decision maker's informed agreement, while identifying the separate UK GDPR basis. Clinical decisions remain the practitioner's responsibility. No session recordings, photography or use of client work for training, research, publicity or AI tools is authorised by this agreement. Any proposed use needs separate specific consideration and permission where required. We will discuss any recording request and the privacy of everyone involved.

10 Ending therapy and continuity

The client may end therapy at any time. Where helpful and acceptable, we plan an ending session, charged at £75, to review progress and support. No further block of sessions is automatically owed. We may recommend referral or ending where needs fall outside competence, risk cannot be managed, or a workable agreement cannot be maintained. We explain the reasons, consider adjustments and agree a safe transition as far as possible.

We discuss planned absences and what to do between sessions. If sudden practitioner illness or death prevents contact, access to essential records and continuity must follow a confidential clinical will. A clinical executor has been appointed under the clinical will. The clinical will governs the executor's responsibilities,

confidential access and continuity arrangements. Access must be authorised and limited to what is necessary.

11 Concerns and legal rights

Concerns can be raised directly, through a supporter, or through the independent professional and statutory routes described in the Complaints Policy. Clients need not first approach the therapist about an allegation against her. Making a complaint will not itself prejudice care.

Services must be provided with reasonable care and skill. Nothing in these terms excludes liability for death or personal injury caused by negligence, fraud, or any liability or consumer right that law does not permit us to exclude. English law applies, without restricting any mandatory consumer rights concerning applicable law or where a claim may be brought.

12 Session and payment schedule

Client name and date of birth: _____

Session arrangement and venue: _____

Frequency and first review date: _____

Payer name and billing contact: _____

Fee confirmed: £75 per session. Optional report: £100 per report, by separate agreement.

Funding approval and any session limit: _____

Safe contact method and reminder preference: _____

Arrival and collection arrangements where relevant: _____

I have received these terms, the Privacy Notice, Safeguarding Policy and Complaints Policy, had an opportunity to ask questions, and agree to the service and payment arrangements for which I am responsible. Consent to therapy is recorded separately below or in the relevant consent agreement.

Client or authorised representative name and role: _____

Signature and date: _____

Payer signature and date where different: _____

For Cherry Blossom Consulting Ltd signature and date: _____

Document owner Sarah Musselwhite for Cherry Blossom Consulting Ltd. Effective 3 November 2026. Next scheduled review 3 November 2027, or sooner after relevant changes or incidents.

Sources and review

Official and professional sources supporting this policy are listed below. Use the live source for later changes. Local links give current reporting instructions and forms.

NHS guidance on consent for children and young people
Mental Capacity Act 2005
Consumer Rights Act 2015
Equality Act 2010
Crime and Policing Act 2026 Part 5 Chapter 2 and Schedule 12
Government implementation update dated 6 November 2026
PTUK Ethical Framework and good practice guidance
BACP Ethical Framework 2026 effective from 3 November 2026
GOV UK company disclosures on letters order forms and websites