THE CHILD WE SEE

Parent Agreement

Nicole Henry · Child therapist · BACP member · nh@thenicolehenry.com

Version 1 · November 2026

This agreement sets out what we each commit to, so your child gets the most from the programme and stays safe. If you share parental responsibility, please read it together. Once you've read it, go back to the form to tick and sign. Your place is confirmed once the agreement is signed and your first payment is received.

1. Your child's programme

Programme	Family Programme or Child Programme, as agreed on our call
Sessions	12 weekly online sessions of 45 minutes, on the same day and time each week
January 2027 dates	Weeks 1 to 6: 11 January to 21 February. Break week: week of 22 February. Weeks 7 to 12: 1 March to the week of 5 April
Parent Circle (Family Programme)	6 live group sessions on Microsoft Teams, on set dates shared before the programme starts

2. What I commit to

- Give your child my full skill and care in every session, and start and finish on time.
- Keep what your child shares private, except when I need to act to keep them or someone else safe.
- Reply to your messages within 24 hours.
- Review any flagged check-in within 24 hours.
- Follow my Safeguarding Policy and the BACP Ethical Framework, with regular clinical supervision.
- Send you a written summary at the end, with 2 to 3 recommendations to keep your child's progress going.

3. What you commit to

Attendance

- Make sure your child joins at the agreed time every week. Consistency is what makes this programme work.
- Missed sessions can't be caught up, moved or refunded, whatever the reason. If your child hasn't joined within 10 minutes, the session counts as missed.

The space

- Give your child a private, quiet space, a reliable internet connection and a device with a camera and microphone.
- For children under 12, a parent or carer must be at home and available during every session, but not in the room.
- Nobody records, photographs or screenshots a session.

Your child's privacy

- Respect that your child's sessions, check-ins and journals are private. You'll see their progress, not what they say. Please don't ask them to show you, or sign in as them.

Keeping me informed. Email me as soon as possible if:

- anything changes that affects your child's safety or wellbeing;

- your child starts new medication, receives a new diagnosis or starts seeing another professional;
- your address, phone number or emergency contact changes;
- anything changes about who has parental responsibility for your child.

The Parent Circle (Family Programme)

- Attend every session. They aren't recorded, so they can't be watched later.
- Keep what other families share confidential, be respectful, and don't share other families' details outside the group.

Payment

- Pay the full programme fee on time, whether in full or in 3 monthly instalments.

4. Keeping your child safe

- **This is not an emergency or crisis service.** Check-ins aren't watched in real time. If your child is in danger, call your local emergency services straight away (UK 999 · UAE police 999, ambulance 998).
- The programme isn't suitable for a child who is currently self-harming or at high risk of harm. If this happens during the programme, I'll help you find urgent support, and we may need to pause or end the programme.
- If I believe your child or someone else is at risk of harm, I'll act under my Safeguarding Policy. Where it's safe to, I'll talk to you first, but I may need to contact child protection services or the police without your consent.

5. Fees, cancellations and refunds

Programme	Pay in full	Or 3 monthly instalments
Family Programme	£1,500	£500 a month
Child Programme	£1,200	£400 a month

- You can cancel within 14 days of booking for a full refund, as long as the programme hasn't started.
- Once the programme has started, no refunds are given, including for missed sessions or stopping early. Any remaining instalments are still payable.
- If I end the programme because it's no longer suitable for your child, you pay only for the sessions already delivered.
- Every child is different, so I can't guarantee any particular outcome.

6. Your consent

When you sign the form, you confirm that:

- you are the parent or legal guardian of your child, and anyone else with parental responsibility knows about and agrees to them taking part;
- the information in your application is accurate and complete, to the best of your knowledge;
- you've talked with your child about the programme in a way that suits their age, and they're happy to take part;
- you consent to your child taking part in The Child We See;
- you give your explicit consent for me to collect and use your child's health and wellbeing information to deliver the programme, as set out in the Privacy Policy;
- you have read and agree to the Terms and Conditions, Safeguarding Policy and Privacy Policy.

Questions? Email nh@thenicolehenry.com. I'm always happy to talk anything through.