



THE TERMS OF USE OF SUPPORT OF RELATIONSHIP SUPPORT CENTER

1. Arranging a meeting is possible by phone at 797 189 627 or by e-mail (kontakt@wspieranierelacji.pl and recepcja@wspieranierelacji.pl).
2. Arranging a meeting requires providing preliminary information about the situation of the person/family, which will allow the person applying for support to contact an appropriate specialist: psychotherapist, psychologist, pedagogue, psychiatrist, mediator or other.
3. Meetings at the Relationship Support Center (hereinafter also referred to as the "Center") are payable. Prices are set individually with the family/person applying for support after collecting preliminary data and determining the scope of possible help. The price should be paid in advance, after its agreement, no later than the date of the agreed meeting. People using regular support in the form of weekly (or less frequent) therapeutic sessions settle in arrears, no later than the 10th day of the month following the month to which the payment relates.
4. In the case of therapy or psychological consultations for children and youth, both meetings with children/youth and parents are payable.
5. Cash, card and bank transfer payments are accepted.
6. It is possible to issue an invoice if the person applying for support indicated such a need on the day of making the payment at the latest. Invoices are sent by e-mail to the address provided by the person applying for support. Invoices are issued only to adults.
7. Payments by bank transfer are made to the account of the Relationship Support Center, number: 04109013620000000136919587 (Santander Bank).
8. Failure to pay the fee is the basis for refusing to hold the meeting.
9. Meetings with therapists begin at a fixed time, however, the Center reserves the right to delay the meeting if the situation requires it (e.g. the need for urgent intervention). If the meeting is delayed due to the therapist's fault, the meeting is extended or made up at another time. If the meeting is delayed due to the fault of the family/person applying for support, the possibility of extending the meeting is agreed individually with the therapist.
10. If the person applying for support does not notify the specialist and the reception about his absence earlier than 24 hours before the appointment, he is obliged to pay 100% of the cost of the appointment. Payment for absences in the case of external financing - e.g. by a school attended by a child under the care of the Center - lies with the parent/adult receiving the support. The exception is the situation of sessions held on Monday - then it is necessary to provide information no later than Friday before the day of the meeting. Information for the reception must be provided during the applicable working hours.



11. The first meeting/several meetings serve to make a preliminary assessment of the person's/family's situation. If the specialist decides that his qualifications and competences are not sufficient to effectively help the family/person applying for support, he may refuse further contact and/or refer him to another specialist.
12. Psychologists and psychiatrists working at the Relationship Support Center are obliged to maintain professional secrecy. The exceptions are situations threatening health and life, situations regulated by separate legal regulations and team meetings.
13. The possibility of consulting the situation of a person/family applying for support with an external specialist (supervisor) requires obtaining the consent of the above-mentioned persons each time.
14. Specialists working at the Relationship Support Center are committed enthusiasts of their work. The conditions for their effective work are: kindness and sincerity on the part of the person/family applying for support. Lack of kindness and/or dishonesty of the person/family applying for support excludes the possibility of cooperation and is the basis for ending the collaboration.
15. The specialist also has the right to refuse to conduct therapy due to a threat to his own health and that of other patients or a conflict of interest.
16. The effectiveness of therapy depends on its regularity. Failure to maintain fixed meeting dates excludes the possibility of cooperation and is the basis for ending it.
17. In the case of regular therapy agreed with the family (individuals, couples or the whole family), the family is obliged to comply with the dates agreed together. Leaving meetings twice without giving a valid, documented reason results in the termination of cooperation.
18. If a specialist or a person receiving support decides not to continue cooperation, the number of meetings aimed at completing the therapeutic process is agreed. The number of meetings needed to complete the process is indicated by the leading specialist in consultation with the person using the support. The specialist is not responsible for the negative consequences of abrupt discontinuation of the therapeutic process or failure of the person using the support to the above-mentioned conditions.
19. Employees of the Relationship Support Center do not agree to recording part or all of the meetings (diagnostic and therapeutic). This applies to both audio and video recordings as well as photos.
20. In the case of consultations and therapy of a child, both parents/legal guardians of the child must agree verbally to take action, unless the documentation presented to the Relationship Support Center shows that only one of the parents/legal guardians of the child has parental authority over the child. If it is not possible for the child's parents / legal guardians to be present at the initial meeting and to give their written consent in person, the absent parent / legal guardian of the child is required to sign a relevant statement provided to him by the specialist. It is also possible for the present parent/legal guardian to testify verbally or in written that the absent parent/ legal guardian agrees for the Center to take the action.



21. In the case of families planning or being separated / before, during or after a divorce, the specialist has the right to talk to both parents of the child to be supported. If the situation requires it, the interview can be conducted individually with each parent and/or in the presence of a mediator. The right of a specialist resulting from the preceding sentence does not apply when the other parent is deprived of parental authority, for which the parent with parental authority turned off has submitted relevant documentation for inspection by the Relationship Support Center.

22. Before the start of the meetings, the person applying for support is required to read and accept the RODO document and these regulations. Failure to accept the above documents prevents further action. The Center reserves the right to provide documents by e-mail before the date of the scheduled meeting. Attending the session is equal with accepting these Regulations.

23. By accepting the Regulations, the person declares that they decide to provide themselves or their child with therapeutic care, as well as that they accept the recommendations provided, undertake to comply with them and are aware that deviations from the recommendations may reduce the effectiveness of classes or harm person requesting support.

24. The Relationship Support Center is not responsible for any irregularities, damage or harm resulting from failure by the persons indicated in point 21 above, to recommendations or false statements made by them.