



MindJam Counselling Terms of Service

Updated: 29/09/2026

We kindly ask that you read through this document. By continuing with yours or your young person's MindJam session, you are agreeing with these terms of service. If you have any queries please contact your counsellor directly or email hello@mindjam.org.uk

At MindJam it is our goal to make everyone we work with feel comfortable, safe and respected. Above all else, we aim to make sure that each of our counselling clients feel supported with their emotional needs.

Responsibilities

MindJam Responsibilities

We will:

Endeavour to create a safe space for your young person in which they feel valued and heard.

Create a safe and non-judgemental environment for you or your young person to explore your feelings and be treated with respect, and empathy.

Encourage our younger clients to express themselves and be comfortable with who they are.

Start sessions promptly and inform clients or parents/carers if there are delays, technical issues, cancellation, holidays or illness that could affect the session.

Provide opportunities for our clients to learn more about techniques and skills which can support their mental health.

Client and Parental Responsibilities

Please:

Ensure that you or your young person is available for their session at the agreed time and date.

Have a suitable method of communication either typing, voice chat or video chat available

For BlockJam sessions, please ensure that you have the version of Minecraft installed that you have agreed to with your counsellor.

Contact your MindJam counsellor with any information that you feel could impact a session, including any changes of circumstances.

Inform counsellors to any cancellations, holidays, illnesses or technical issues that could affect a session taking place.

Point of Contact

Your primary point of contact is your counsellor. If you have any questions or queries, please contact them.

Session Length:

Talking therapy counselling sessions (For Adults) and BlockJam sessions will last for 50 minutes each. Standard counselling sessions for children and young people have the option of either 30 minute sessions or 50 minute sessions depending on the needs of the child or young person.

Please let your counsellor know if your child or young person has any anxiety regarding time.

Payment

Counselling for adults and young people is priced at £50.00 +VAT per 50 minute session.

Counselling for young people is priced at £25.00 +VAT per 30 minute session.

BlockJam counselling is priced at £70.00 +VAT per 50 minute session.

BlockJam counselling requires a technical check before the first session to ensure that the required technology, Minecraft version and access are working correctly. The technical check lasts up to 30 minutes and is charged at £24.00 inclusive of VAT. This is separate from the BlockJam counselling session fee.

Itemised invoices are sent to the payment recipient at the end of each month and include payment details. If you have any queries regarding the payment recipient, please contact finance@mindjam.org.uk.

Please pay within 30 days of receiving your invoice. If payment is not received in 30 days then sessions may be paused until payment is received.

Attendance and Cancellation Policy

Once sessions are confirmed, attendance is assumed unless otherwise noted.

Please provide 24 hours notice if you wish to cancel a session, otherwise you will still be charged for the session.

Running Late

If you are running late, please let your counsellor know and join as soon as you can. Our counsellors will attempt to make contact with you and will check their emails regularly if you are running late. Counsellors may be able to continue the session or reschedule, however this is dependent on their availability.

Ending of Session Policy

We ask that you inform our counsellors if you wish to finish your counselling sessions with them. If for any reason you cancel your sessions within the 24 hour cancellation period of your last session, you will still be charged for this in line with our cancellation policy.

If we try to contact you regarding your sessions and do not hear from you after two weeks, it will be assumed that you no longer wish to engage with the service and will be removed from your counsellor's caseload.

If you would like to try MindJam Counselling again at a later date, please contact hello@mindjam.org.uk. Please be aware that you may need to join a waiting list depending on the availability of our counsellors.

Please do get in touch with your counsellor or parentsupport@mindjam.org.uk if your young person is struggling to attend sessions. We have many strategies that may help engagement.

Updates for Children and Young People

Your young person's MindJam counsellor will be your first point of contact regarding any queries, correspondence about sessions. Please be aware that whilst our mentors are able to share the content of their sessions with their mentees, the confidential nature of counselling means that your counsellor will not be able to do this.

There may be occasions where your young person asks their counsellor to communicate the content of their sessions to their parent or carer, in which case your counsellor will contact you in line with their wishes.

Reports and Meetings

MindJam can provide written reports where required, charged at a flat rate of £48. Please provide at least two weeks' notice where possible.

Due to the confidential nature of counselling, reports and meeting contributions will be limited to information the counsellor can appropriately and professionally share. Reports may include general information about engagement, attendance, progress and wellbeing, but will not normally include details of counselling sessions or confidential information shared by the client. Information may be shared with the client's informed permission, or where there is a safeguarding, legal or other professional requirement to do so.

Counsellors may attend meetings relating to a client where appropriate and subject to availability. Meeting attendance is charged at £48. Counsellors will not discuss the content of counselling sessions or disclose information shared during counselling, unless the client has specifically given permission or disclosure is required for safeguarding, legal or other professional reasons.

Where a school, local authority or other organisation requires additional training specifically for an individual client, this will be charged at £48 per hour. A counsellor may decline training where their existing qualifications, experience or professional training already meet the requirement, or where it is not considered necessary or appropriate to their professional role.

All MindJam counsellors are highly trained therapists who maintain their professional competence through ongoing CPD and are required to follow the strict ethical and professional codes of practice of their relevant awarding and professional bodies.

Counsellor Wellbeing Statement

Mental Health is a priority at MindJam, for both the young people we work with and our staff. Counselling can be a very mentally demanding job. As such we advise all our

counsellors to look after their mental health in a way they see fit to ensure they are able to give their all for sessions. This may be responding to correspondence at a later date or taking a mental health day. We kindly ask that clients, parents/carers and local authorities/schools respect any decision a counsellor makes in order to look after their mental health.

If you have any questions or concerns please contact hello@mindjam.org.uk or parentsupport@mindjam.org.uk.

Safeguarding Policy

All counsellors have been hired following strict safe recruitment guidelines, have had an extensive DBS check (which can be made available upon request) and have received training in safeguarding, online safety, autism, ADHD and PDA.

MindJam's Designated Safeguarding Lead is Vikki Hearst- vikkihearst@mindjam.org.uk.

MindJam's Deputy Safeguarding leads are Sam Hollandt- samhollandt@mindjam.org.uk and Leo Worsdale- leoworsdale@mindjam.org.uk.

MindJam and all its staff are committed to safeguarding and promoting the welfare of young people.

We have a number of policies and procedures in place that contribute to our safeguarding commitment, including our Safeguarding and Online Safety policies which can be viewed in the policies section on our website.

We have a legal responsibility to ensure the welfare of the children and young people we work with. This means we may need to share information and work in partnership with other agencies should we need to escalate a concern about a young person's welfare.

Data Protection and Privacy

MindJam is GDPR compliant. Any data you share with us is handled with the strictest of confidence and is not shared with any other individual other than MindJam senior leadership and your assigned counsellor.

We are required by law to keep some data for 2 years after a young person has left MindJam. We have a review plan in place and ensure that any data is disposed of appropriately and securely.

Counsellors are responsible for maintaining and retaining their counselling notes in accordance with their professional, ethical and legal obligations. Each counsellor may have their own procedures and retention periods for counselling records, which may extend beyond the period for which MindJam retains other client information. Please speak to your counsellor if you require further information about how their counselling records are managed and retained.

For more information on MindJam's data protection and privacy policy visit mindjam.org.uk or [click here](#).

Behaviour Policy for Children and Young People

MindJam has a flexible approach to behaviour, and we understand that every young person's needs are different. We treat every young person with respect but understand that not every young person will reciprocate that in the same way. We believe in a restorative approach and all counsellors will approach any behaviour concerns with a careful hand and will liaise with parents/guardians to find a resolution.

For more information on MindJam's behaviour policy visit mindjam.org.uk or [click here](#).

Complaints Procedure

MindJam aims to provide high quality services which meet your needs. We believe we achieve this most of the time: if we are not getting it right, please let us know.

If you are not satisfied with our response or wish to raise the matter more formally, please write to the Business Owner, Dan Clark via hello@mindjam.org.uk.

If your complaint is about the Business Owner, please write to Leo Worsdale (leoworsdale@mindjam.org.uk).

All written complaints will be logged. You will receive a written acknowledgement within three working days.

The aim is to investigate your complaint properly and give you a reply within ten working days, setting out how the problem will be dealt with. If this is not possible, an interim response will be made informing you of the action taken to date or being considered.

For more information on MindJam's complaints procedure mindjam.org.uk or [click here](#)

In addition to this, each of our counsellors are members of a professional counselling body which will be detailed in their contracts. You are also able to make a complaint to the counsellor's professional body through their complaints procedure.