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**As a client of University of Bolton’s Life Lounge you have the right to:**

* Be treated at all times with respect.
* Be treated without discrimination for any reason.
* Be able to accept or refuse our services.
* Be informed of any likely waiting times for our services.
* Be treated with honesty and integrity.
* Be treated with professional skill and knowledge, by a practitioner who has professional qualifications and professional membership.
* Be treated with consideration and with a non-judgmental attitude at all times.
* Privacy for all your appointments.
* Expect to have our confidentiality policy fully explained to you by your practitioner. For example, confidentiality may be breached where we have reason for thinking that there is a risk of serious harm either to you or to another person.
* Sessions last between 30 minutes and 1.5 hours. The whole session time belongs to you. If you arrive part way through your allotted time, your practitioner will see you for the remainder of the time only.

**As a client of University of Bolton’s Life Lounge we will expect:**

* You do not attend when under the influence of drugs and / or alcohol. In the interests of safety, any client attending when intoxicated will be asked to leave the premises.
* You do not behave in an aggressive or threatening manner to any member of our staff. If you do so, you will be asked to leave the premises.
* You will let us know at least 24 hours in advance if you are unable to attend or wish to cancel the appointment.
* If you do not attend an appointment and do not contact us in advance of the appointment on 2 or more consecutive appointments without notification will result in withdrawal of support. We would then require a student to reregister with the service.
* You do not attend therapy with two services at the same time.
* You will arrive on time for your appointment
* You to be honest and truthful with your practitioner
* You will be respectful of others
* You will be open to engaging with support and have a commitment to follow / complete tasks or act on strategies that have been identified.



**We are committed to providing a high standard of customer service. These standards set out what you can expect from us, and how you can help us achieve it.**

As the client, I have read and agree to the contents of this charter

Client’s Signature \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_Print Name \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ Student No.\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

Staff Signature \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_Print Name \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ Date\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

**Life Lounge Client Charter**

**Student** Services