

Terms of Service

Psychological Counseling & Neuropsychological Practice

Effective Date: September 2026 | Version 2.1

Welcome. These terms outline the professional frame, expectations, and legal framework governing our working relationship. By booking a session or establishing an account, you confirm your agreement to these terms.

1. THIS IS NOT AN EMERGENCY SERVICE

If you are experiencing an acute mental health crisis, or active thoughts of self-harm or suicide, **do not rely on this site or wait for a scheduled session**. Please immediately:

- Call your local emergency hotline (**112** in the EU, **999** in the UK, **988** in the US/Canada).
- Go to the nearest hospital emergency department.
- In Greece, call the Suicide Help Line at **1018**.

Out-of-hours crisis monitoring is not provided, and messages sent via the client portal are not continuously monitored.

2. PROFESSIONAL CREDENTIALS & SCOPE OF SERVICE

Services are provided by a **Licensed Psychologist and Specialist Neuropsychologist** operating under state authorization in Greece and adhering to European regulations (GDPR) and professional ethics frameworks.

- **Service Scope:** Offerings include individual psychological counseling, executive function coaching, and neurocognitive screening/assessments for adults (18+), with specialized expertise in international student and expat transitions.
- **Cognitive Assessments:** Specialized neuropsychological screeners are utilized to profile executive functions (working memory, cognitive flexibility, sustained attention) and differentiate cognitive capability from emotional or motivational friction.
- **Medical Limitations:** Services do not constitute medical psychiatric treatment, do not provide legal disability determinations, and do not include prescription or medication advice.
- **Clinical Suitability:** Online care is not appropriate for all clinical needs. If at any time telehealth is deemed insufficient or unsafe for your presentation, appropriate local referral options will be provided.

3. ELIGIBILITY & CLIENT REQUIREMENTS

- **Age Requirement:** You must be at least 18 years of age.
- **Languages:** Consultations are conducted in **English** or **Greek**.
- **Emergency Info Obligation:** Prior to your first paid session, you agree to provide your exact physical location/address and contact details for a local emergency contact person in your country of residence.
- **Jurisdictional Limits:** If local cross-border regulations restrict service provision in your current country of residence, services may be declined or referred locally.

4. SESSIONS, SCHEDULING & CANCELLATIONS

- **Discovery Session:** The initial discovery consultation is complimentary and lasts 15 minutes. It can be rescheduled or canceled free of charge at any time.
- **Standard Sessions:** Regular individual counseling or cognitive coaching sessions last 50 minutes.
- **Punctuality:** Video links open 10 minutes before the appointment. Please join promptly.

4. SESSIONS, SCHEDULING & CANCELLATIONS (CONTINUED)

Cancellation & No-Show Policy: Paid sessions may be canceled or rescheduled without charge up to **24 hours prior** to the start time. Cancellations made with less than 24 hours' notice, or missed appointments (no-shows after 15 minutes), are charged at the full session rate.

5. PAYMENT, FEES & FINANCIAL TERMS

Fees are established prior to your initial paid session. Invoices are issued electronically through your secure client portal and are due upon receipt. Services may be suspended if invoices remain outstanding.

6. CONFIDENTIALITY & LEGAL BOUNDARIES

All information shared during sessions and assessment tasks is strictly confidential and protected under professional secrecy laws and the EU General Data Protection Regulation (GDPR).

Exceptions to Confidentiality: Disclosure to relevant authorities or emergency contacts without consent may legally occur only under the following narrow circumstances:

- **Imminent Risk:** Serious and immediate danger of self-harm or severe harm to another person.
- **Protection of Vulnerables:** Reasonable suspicion of abuse or endangerment involving a minor or vulnerable adult.
- **Legal Order:** Formal court order issued by a judicial body.

7. TECHNOLOGY & TELEHEALTH SAFEGUARDS

- **Platform Security:** Video calls use end-to-end encrypted rooms accessed via unique portal links.
- **Client Environment:** You are responsible for ensuring a stable connection and a private, quiet space.
- **Recording Prohibited:** Neither party may record audio or video without explicit written consent.
- **Technical Interruptions:** If technical disruptions last longer than 15 minutes, the remaining appointment time will be rescheduled at no extra charge.

8. DATA RIGHTS & CLIENT PORTAL

Your client portal grants secure access to scheduling, digital notes, and assessment profiles. You maintain full rights under GDPR to inspect, correct, or request the deletion of your personal data at any time.

9. GOVERNING LAW & JURISDICTION

These terms are governed exclusively by the laws of **Greece**. Any formal legal disputes fall under the jurisdiction of the courts of Greece, without restricting statutory mandatory consumer rights under your country of residence.