

Terms and Conditions

Art Psychotherapy Practice – Eva Papastergiou, Amsterdam

1. General Information

These Terms and Conditions apply to all art psychotherapy sessions provided by **Eva Papastergiou**, registered art psychotherapist based in **Amsterdam, the Netherlands**, to **adults and adolescents aged 12 and above**.

By starting therapy, the client confirms that they have read, understood, and agreed to these terms.

2. Sessions

- Sessions last approximately **50 minutes** and usually take place **once a week** or **twice a month**, depending on the client's needs and agreement.
 - Sessions can take place **in person** or **online** (video call).
 - For online sessions, if the client does not arrive and has not made contact, the therapist will wait in the online room for a **maximum of 20 minutes** before marking it as a **no-show**.
-

3. Payments

- Payment is made **per session**, unless a different agreement is made between client and therapist.
 - Payment methods and invoices are arranged directly between therapist and client.
-

4. Cancellations and Missed Sessions

- Cancellations must be made **at least 48 hours in advance**.
 - Sessions cancelled later than 48 hours before the scheduled time will be **charged in full**, except differently agreed between therapist and client due to special arrangement.
 - If you arrive late, please inform the therapist as soon as possible. The session will still **end at the originally scheduled time**.
-

5. Confidentiality and Privacy (GDPR)

- All information shared during sessions is treated as **strictly confidential**.
 - Personal data, session notes and artworks are stored securely and processed in accordance with the **General Data Protection Regulation (GDPR)**.
 - Information is only shared with third parties (e.g. other professionals) **with the client's explicit consent**, unless there is a **serious concern for safety or legal obligation** (in line with the **Dutch Reporting Code for Domestic Violence and Child Abuse – Meldcode**).
-

6. Artwork and Creative Material

- All **artwork created during therapy remains the property of the client**.
 - The therapist may request consent to **photograph or reproduce artwork** for professional or educational purposes, but this will **never be done without the client's explicit written permission**.
-

7. Professional Standards and Supervision

- To ensure the highest professional quality, the therapist works under **regular clinical supervision and intervision**.
- Supervision discussions are confidential and focused on improving therapeutic practice; identifying client details are not shared.

8. Therapist Responsibilities

- The therapist provides art therapy services within the limits of her professional qualifications and ethical standards.
- In cases where another form of help would be more suitable, the therapist will discuss this and may recommend referral to another professional or service.

9. Client Responsibilities

- The client agrees to attend sessions on time and to communicate clearly about cancellations or changes.
- The client remains responsible for their own wellbeing and decisions made outside of therapy sessions.

10. Contact

Therapist: Eva Papastergiou

Location: Amsterdam, The Netherlands

Email: hello@evapapastergiou.com

Phone: +31(0)617531060

Website: www.evapapastergiou.com

11. Complaints

If you have a concern or complaint about the therapy, please discuss it directly with the therapist. If no resolution can be reached, you may contact the therapist's professional association or an independent complaints body in line with Dutch professional standards.