



Forget Me Not

COUNSELLING & PSYCHOTHERAPY

Legal Notice

Last updated: 5 September 2026

This Legal Notice provides key information about Forget Me Not Counselling & Psychotherapy, the professional basis of the service and the use of this website.

1. Practice information

This website is operated by Samantha Lewis for Forget Me Not Counselling & Psychotherapy, an independent counselling practice based in Swansea, South Wales.

2. Professional standards and ethical practice

I am a qualified Person-Centred Counsellor and a registered member of the British Association for Counselling and Psychotherapy (BACP). My adult counselling practice is guided by the BACP Ethical Framework and a commitment to ethical, professional and safe practice, including appropriate professional supervision and continuing professional development.

3. Equality, diversity and inclusion

Forget Me Not Counselling & Psychotherapy is committed to equality, diversity and inclusion. I aim to provide a respectful and non-discriminatory service consistent with the principles of the Equality Act 2010. Clients are welcomed and respected as individuals, including in relation to protected characteristics, identity, culture, background and lived experience.

4. Children and young people

Where I provide support to children and young people, appropriate consent, confidentiality, safeguarding and privacy arrangements will be discussed with the parent/carer and young person as applicable. Separate contracts, consent and information documents may be used where appropriate.

5. Website information

The information on this website is provided for general information about my counselling practice and services. It is not a substitute for medical advice, diagnosis, emergency support or crisis intervention. While I aim to keep information accurate and up to date, services, availability and website content may change.

6. Enquiries and response times

I welcome enquiries by website form, email or telephone. As I work independently, I may not be able to respond immediately. I aim to reply as soon as reasonably possible and may respond during weekdays or weekends depending on my availability. If you have sent an enquiry and have not yet received a reply, please be patient and check your junk or spam folder where appropriate.





7. Counselling arrangements

Specific terms relating to counselling - including fees, appointments, cancellations, confidentiality and its limits, attendance, boundaries, and expectations around attending sessions in a fit state to engage safely - are set out in the counselling agreement. Clients must not attend sessions while intoxicated by alcohol or non-prescribed substances; where safe engagement is not possible, a session may need to be ended or rearranged.

8. Emergency support

Forget Me Not Counselling & Psychotherapy is not an emergency or crisis service. If you or someone else is in immediate danger, contact the emergency services or an appropriate urgent support service.

9. External links and copyright

This website may contain links to third-party websites or services for information or signposting. I am not responsible for independent third-party content or privacy practices. Unless otherwise stated, original written content and branding on this website are for Forget Me Not Counselling & Psychotherapy.

10. Privacy

Information about how personal data is collected and handled is provided separately in the Forget Me Not Counselling & Psychotherapy Privacy Notice.

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