

Terms and Conditions

Znaczenia. Psychoterapia

Effective as of 1 September 2021

I. General provisions:

1. These Terms and Conditions set forth the rules governing the provision of therapeutic and psychiatric services by Znaczenia. Psychoterapia sp. z o.o., with its registered office at ul. Wiśniowa 59 lok. 6, 02-520 Warszawa (Poland).
2. Consultations and psychotherapy sessions at Znaczenia. Psychoterapia are available to individuals who consent to contact with specialists working at Znaczenia. Psychoterapia and agree to comply with these Terms and Conditions.
3. Psychotherapeutic services are available to persons having full legal capacity. In the case of persons lacking full legal capacity, the presence or written consent of a legal guardian is required. Minors may be accepted for therapy following a consultation between the psychotherapist and the parents or legal guardians, and upon receipt of their written consent.

II. Booking a consultation appointment held at the premises of Znaczenia. Psychoterapia or online

1. The commencement of psychotherapy is preceded by one to three consultation sessions aimed at identifying the Patient's situation and the issue for which they are seeking help, as well as determining the most appropriate form of assistance.
2. Consultations are conducted either at the premises of Znaczenia. Psychoterapia or online.
3. An individual consultation lasts 50 minutes. A consultation for a therapy group lasts 50 minutes. A couple's consultation lasts 50 or 90 minutes. A child's or adolescent's consultation lasts 50 minutes. If the Patient arrives late, the session will not be extended.
4. Consultations are subject to fees in accordance with the price list of Znaczenia. Psychoterapia, available at znaczenia.com.
5. Preliminary appointment bookings may be made by phone, via the contact form on the website znaczenia.com, or by email.
6. The booking is confirmed upon receipt of payment to the designated bank account of Znaczenia. Psychoterapia. If payment is not made within 24 hours of registration, the booking is cancelled.
7. Payment for both in-person and online consultations shall be made in advance by the Patient via the Przelewy24 service (<https://www.przelewy24.pl>). The operator of payment cards is PayPro SA Agent Rozliczeniowy, ul. Pastelowa 8, 60-198 Poznań, entered in the Register of Entrepreneurs of the National Court Register maintained by the District Court Poznań Nowe Miasto and Wilda in Poznań, 8th Commercial Division of the National Court Register, under KRS No. 0000347935, NIP 7792369887, REGON 301345068.
8. When making a payment, the Patient provides the following personal data: first name, surname, email address, and telephone number.
9. A psychotherapist may refuse to provide services to persons whose requests are impossible to fulfil or harmful to themselves and/or others. This also applies when the psychotherapist considers that they cannot provide services to a given Patient in a professional and reliable manner (for either personal or professional reasons). In such cases, the psychotherapist shall refer the Patient to another specialist.

III. Cancellation or rescheduling of a consultation held at the premises of Znaczenia. Psychoterapia or online

1. The Patient has the right to cancel a consultation, including an online consultation, no later than 24 hours before the scheduled time. Cancellations may be made by telephone or by email.
2. The Patient may reschedule a paid consultation, including an online consultation, no later than 24 hours before the scheduled time by sending an email to kontakt@znaczenia.com or by telephone.
3. Rescheduling a consultation or online consultation less than 24 hours before the scheduled start time requires a new payment to confirm the booking of a new appointment.
4. If a consultation or online consultation is cancelled more than 24 hours before the scheduled start time, the payment made will be refunded using the same method as that used for the original payment.
5. Znaczenia. Psychoterapia shall refund the amount due to the Patient within 14 days from the date of cancellation of the consultation or online consultation. In the event of a refund, the Patient may be charged any commission fees or transaction costs incurred by the payment service in connection with the consultation.

IV. Rules governing psychotherapy

1. The commencement of psychotherapy (individual, group, or couple therapy) is preceded by consultation sessions.
2. From the moment psychotherapy begins, both the psychotherapist and the Patient are bound by an individually established therapeutic contract, discussed during the consultation and concluded either in writing or orally. The terms of this contract may differ slightly from those set out in these Terms and Conditions.
3. The therapeutic contract specifies the arrangements concerning the duration of therapy, cancellation and rescheduling of sessions, and the conditions under which therapy may be discontinued.
4. The psychotherapist is bound by professional confidentiality, which covers all information obtained in the course of therapy, as well as the very fact that the Patient is receiving therapy, and extends to third parties. Exceptions apply in situations where the life or health of the Patient or third parties is at risk, or in circumstances provided for by law. When cooperating with other specialists involved in the Patient's treatment, such as psychiatrists, the psychotherapist shall share only the information necessary for such cooperation, and only with the Patient's knowledge and consent.
5. In cases where the health or life of the Patient or other persons is at risk, the specialists have the right to detain the Patient at the centre and call emergency services, in accordance with the Mental Health Protection Act of 19 August 1994.

V. Documentation related to psychotherapy and medical appointments

1. Psychotherapists working at Znaczenia. Psychoterapia do not maintain individual patient records. Upon the Patient's request, a certificate confirming participation in psychotherapy may be issued, containing information on the duration of the therapeutic process (number of sessions, start and end dates).
2. The Patient may obtain medical documentation from a psychiatrist. Such documentation is issued upon a written request submitted by the Patient or, in the case of a minor, by the Patient's parents or legal guardians.

3. When issuing a certificate, the specialist has the right to verify the accuracy of the personal data provided against an identity document.
4. The certificate or medical documentation shall be issued within 14 days from the date of submission of the request.

VI. Complaints

1. The Patient has the right to file a complaint in the event that services are provided in a manner inconsistent with these Terms and Conditions or with the applicable provisions of Polish law, within 7 days from the date of the consultation.
2. A complaint may be submitted in writing by email to kontakt@znaczenia.com or by post to: Znaczenia. Psychoterapia sp. z o.o., ul. Wiśniowa 59 lok. 6, 02-520 Warszawa (Poland).
3. The complaint should include the Patient's personal details sufficient for identification and contact, as well as a description of the grounds for the complaint.
4. Znaczenia. Psychoterapia shall consider the complaint within no more than 14 days from the date of its receipt.

VII. Online consultations/psychotherapy – terms and conditions

1. Znaczenia. Psychoterapia shall not be held liable for interruptions in online consultations or psychotherapy sessions, or for the inability to access such sessions, arising from causes beyond the control of Znaczenia. Psychoterapia, including technical issues on the part of the Patient.
2. Consultations or psychotherapy sessions may be conducted online (including via Google Meet, Skype, or Zoom), provided that the Patient meets the minimum technical requirements, namely: use of a sufficiently fast computer equipped with a webcam, headphones, and microphone, or a phone/tablet with a camera and microphone; access to a stable, high-speed internet connection; and ensuring appropriate conditions for a private conversation without the presence of third parties.
3. If it is not possible to properly conduct the consultation due to technical reasons not attributable to Znaczenia. Psychoterapia, the Patient shall not be entitled to any claims against Znaczenia. Psychoterapia, including, in particular, a claim for reimbursement of the fee paid.

VIII. The Privacy Policy concerning the processing of your personal data is available on our website at znaczenia.com.

We encourage you to review it and, should you have any questions, to contact us by email at kontakt@znaczenia.com.