

Therapeutic Agreement

Clarity and transparency are the foundation of our alliance. To ensure you feel completely safe, this document describes our therapeutic agreement, explaining your rights and responsibilities so you can make an informed decision before starting this process.

About Our Work Together

I support you through three services: psychotherapy, career mentoring, or mock interviews. Each session lasts 45 minutes. All my appointments are virtual and are conducted through the secure Saludtools platform.

The goal of our work is to support you in building your own idea of well-being. Therefore, this agreement does not guarantee specific outcomes, such as the elimination of symptoms or ensuring success in a selection process. Sometimes, the process can cause temporary emotional discomfort; if this happens, it is essential that we discuss it, as we can turn that difficulty into a valuable opportunity for growth.

If at any point you feel we are not making progress or you need a different kind of support, I invite you to explore it with me. If we determine that a referral is the best path for you, I will support you in finding the right professional or institution. Finally, you have the right to end our process at any time you choose, without any penalty.

Payments and Scheduling

I offer the option of individual sessions or a 4-session package. You can consult the current rates and packages in the "Pay" section of my website. The 4-session package must be used within one month of purchase. It is essential to know that once a service (session or package) is purchased, no refunds are issued. If you have doubts about your availability or continuity, I recommend starting by paying only for individual sessions.

Coordination and scheduling for all appointments are handled directly with me via WhatsApp. To confirm your appointment, payment must be made at least 12 hours in advance; otherwise, the appointment may be canceled if someone else needs the slot. I

accept payments via bank transfer to Bancolombia and through the Wompi platform. I do not accept cash.

If you need to change your appointment, you must notify me via WhatsApp at least 12 hours in advance. Similarly, if the first few minutes of the agreed-upon time have passed and you have not connected, I will send you a notification message via WhatsApp to confirm that I am waiting for you. I will wait for a maximum of 15 minutes in total from the scheduled time. If, after that time, we are unable to start the session, the appointment will be canceled and will be deducted from the purchased package or considered charged. The final management of your time and attendance remains your responsibility.

Confidentiality and Your Data

Your privacy is my highest priority. Everything you discuss in session is strictly confidential and, as a general rule, I will not disclose any information to third parties without your explicit written consent. The only exceptions to this rule involve serious and specific cases required by Colombian law (Law 1090 de 2006). These situations are limited to cases where there is an imminent risk to your life or that of others, cases of abuse of minors, or when required by a court order. Whenever possible, I will inform you before making any communication to third parties.

To ensure the quality of our work, sessions are transcribed. I do this for a very important reason: it allows me to be 100% connected with you during our conversation without the distraction of taking notes. This transcription is integrated into your clinical record and is treated with the strictest confidentiality, always stored securely. Your general clinical record is managed through the secure Saludtools platform, and I guarantee that all your information will be used solely and exclusively for therapeutic purposes.

Your Rights and Responsibilities

For our work to be as fruitful as possible, your active participation is essential. I invite you to communicate your expectations regarding the service, be punctual, and manage the scheduling, rescheduling, or cancellation of your appointments with the required notice, as well as making payments before each session as agreed. For our sessions, it is important that you ensure a stable internet connection, be in a private space, and keep your camera on.

In our alliance, your rights are a priority. You will always have the right to withdraw this consent at any time without negative consequences, terminate the therapeutic or mentoring process whenever you decide, and ask for and receive clear information about our working approach. You also have the right to request a copy of your clinical record following the legal procedure, express if you feel the process is not meeting your expectations, and inform me of any particular needs to facilitate your access to the sessions.

Declaration of Consent

I declare that I have read and understood the information in this document. I understand and accept all the conditions of the service, including the objectives and modalities of our work, the costs, the payment and cancellation policies, the confidentiality rules with their legal exceptions, the session transcription process, as well as my rights and responsibilities. Based on the foregoing, I grant my free and voluntary consent to begin the agreed-upon service with Alejandro Vega.

Note on Document Signature

This PDF file is a reference copy for your records. The official signing of this consent will be completed via a secure digital form on the Saludtools platform, which will be sent to you before we begin our process.