

For your Information

- The decision to attend counseling sessions occurs on a voluntary basis.
- Employees of the counseling center have a statutory duty to maintain confidentiality.
- We offer psychological counseling and psychotherapy for individuals, couples and families.
- Up to 90 minutes are allotted for first-time sessions, couple's, and family sessions. Follow-up individual sessions last 50 minutes.
- Studentenwerk charges a small fee for therapy and counseling sessions (10 Euros for individual sessions, 15 Euros per hour for couple or family sessions).
- There is the possibility to apply to have the fee reduced or waived for students who have financial difficulties.
- Appointments are binding. 24-hours notice for cancellations is required. Cancellations made prior to this window will be rescheduled with no fee. A session fee will be charged if you fail to show up or do not cancel within 24 hours in advance.
- **We keep all personal information, the dates of the sessions and consultation notes in writing. All documents are destroyed after 10 years, as required by law.**