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How do I start?

If you are ready to begin therapy with Marrow simply click 'Book a Session' on the website, fill in your details, select the day and time that best suits. You will be required to read our terms and make a payment upfront and then will receive a confirmation. We will then be in touch with your session details.

Who should attend counselling & psychotherapy?

Anyone can attend therapy. It can be about a current problem, a past trauma or perhaps simply just to explore different thoughts in a non-judgemental space. Some people use the space to vent, others use it to get to know themselves better and others look for ways to make changes in their life. Finding the right therapist for you and the right approach is vital. Marrow offers online sessions to those aged over 18, looking for remote counselling.

Is Marrow the right service for me?

Marrow offers an integrative/blended approach to counselling that is mostly based around person-centred or 'talk therapy'; we also integrate ideas, tools and resources from other modalities. Remote counselling and psychotherapy is very effective but it has its limitations. In some instances (including if there is a severe language barrier, highly complex mental health concerns, lack of privacy or constant signal/connectivity issues and so on) we may recommend a more suitable service that you can access instead of Marrow. If you are aware of a potential problem such as one mentioned above, please contact us before booking.

Should I book multiple sessions in one go?

For those just starting with therapy or with Marrow, it is suggested to book your first session as a once-off to see whether or not it is the right fit. After the first session, if you feel this is the right service for you, you can then book a recurring slot and book upfront for multiple sessions. This will ensure your timeslot is reserved for you.

How many sessions do I need?

Therapy is an individual experience and there is no 'right' answer when it comes to the amount of sessions. Therapy isn't an overnight fix but some people find they

prefer attending for only a few sessions at a time, while others enjoy attending regular therapy over a long term period. Ultimately, there will normally be a point when you feel ready to end therapy. Normally, it is recommended to commit to 6 sessions, after which we would have an informal review of how it's going and what you would like to do going forward.

What if I change my mind about therapy?

It's normal for things to come up or for circumstances to change. Perhaps there is a financial change, maybe online therapy doesn't feel like the right fit or maybe a problem that you wanted to work through has now been resolved. Feel free to bring this up in session, there is no shame in a change of mind or circumstance. If you have already booked & paid for multiple sessions upfront, these will be refunded. Please note if you cancel a session within 24 hours or less of the scheduled time, the full fee applies and you will not be refunded.

Why do I have to pay a cancellation fee?

As spaces and appointment times are highly limited it is standard for many counselling and psychotherapy practices to include a cancellation fee. The more notice we receive; the more likely we are able to offer that session time to another client who may deeply need it and therefore if you cancel within 24 hours or less of your session this full fee applies. Please note if you cancel or miss multiple appointments we may need to refer you to another service due to our limited availability.

Can I get a diagnosis of a suspected mental health concern?

No, unfortunately counsellors and psychotherapists do not serve a diagnostic role. We can discuss your thoughts and concerns around it in session and make recommendations but we would not be in the position to diagnose medical/mental health concerns and we also do not prescribe medication.

What if I am currently in crisis or suicidal and there are no available appointments?

Marrow offers on-going therapy is not intended as an intermediary crisis intervention service. If you are not a current client and you're feeling suicidal or at risk, please contact your local emergency services.

There are no suitable appointments - is there a waiting list?

Unfortunately we have limited availability and cannot guarantee that an opening or your preferred times will be available. If you are looking for an appointment or a specific day or time that isn't there please send us an email. You can be added to our waiting list and will be notified as soon as a suitable opening is available.

Can I get free sessions?

Unfortunately, Marrow is a private service and isn't the position to provide free sessions. If you are in a difficult position financially there are free services available that we can recommend.

Can I get a discount?

At this time we offer a sliding scale for rates to students/pensioners/part-time workers & who are looking to access counselling on an on-going basis. Please enquire via email before booking on info@marrow.ie & we can discuss this.

What should I expect from the first session?

The first session is very relaxed and includes getting some background information and history. We will go over the counselling agreement and you will have a chance to ask any questions that you may have. We go over what brought you to therapy and you can get a feel for whether this feels like the right fit for you. It is very low pressure and informal.

I am a returning client and my usual timeslot has been booked – what do I do?

Unfortunately we cannot reserve or guarantee time slots unless the client has booked and paid for them. If your usual timeslot has been booked please select the next suitable time or email us to see if there have been any cancellations.

I am under 18 and would like to book a session – what do I do?

We ask those booking on the site to be 18 or older. If you or your child is younger than 18 and you're interested in therapy feel free to send us an email and we can do our best to assist.

I don't have a private space to do the sessions, can I still book?

We ask that you ensure a private and comfortable space for your sessions. This can even be in your car or your garden (as long as your signal & internet connection is stable). If there will be other people in the room with you for the session we will have to reschedule. We can however accommodate parents of very small children, feel free to send us an email before your session and we can discuss it.

If you have any other questions please fill in our contact form on www.marrow.ie or email us on info@marrow.ie

