

## TERMS AND CONDITIONS

By booking and attending an Awaken Hypnotherapy session, all clients acknowledge and agree to the following terms and conditions, as well as reading and accepting the Privacy Policy.

### General

It is important to keep in mind that the desired results of hypnotherapy can never be guaranteed. Clients should understand that their own commitment and motivation are required, that people react differently to hypnotherapy and results may vary from person to person. Individuals living with certain medical and/or psychiatric conditions, such as psychosis or epilepsy, may not be appropriate clients for hypnotherapy and consultation with a GP should be sought before booking sessions.

The initial consultation is an opportunity for you to find out more about the process of hypnotherapy and ask any questions you may have. Should you decide to go ahead with booking sessions, you will be required to read and agree to these terms and conditions and privacy policy, as well as sign a client contract before therapy can commence.

Clients should understand that therapy may be brought to an end at any time and there may be cases where I am not in a position to work effectively with you. I will always endeavour to refer you on to an alternative therapist in these cases.

### Confidentiality

Everything that is discussed with me is confidential. Confidentiality will only be broken if there is concern about your safety or the safety of someone else or we are instructed to do so by a Court of Law. I will always endeavour to speak to you about this first. Further information about the safeguarding policy I must adhere to can be found on the National Hypnotherapy Society website [here](#).

I discuss my clinical work with a supervisor. This is to ensure that I am offering you the best service possible. These conversations are bound by confidentiality and you will only be referred to by your first name.

Notes are also kept of each session. These are anonymised and are stored in a locked filing cabinet or stored securely in a password protected file. These notes are for my use only and help me to keep a track of everything that is being discussed. In line with industry standards, these notes must be kept securely for up to 7 years after your therapy comes to an end, after which they will be confidentially destroyed.

You have the right to view these notes at any time. To make this request please contact me directly.

Please see my full Privacy Policy for more details about how data is used and stored, as well as your rights under the GDPR guidelines. This can be found on my website [Awaken Hypnotherapy](#).

### Clients under 18 years of age

I require written consent from a person with parental responsibility in order to work therapeutically with clients under the age of 18 and there is a specific section in the client contract for this purpose. Clients under 16 years of age will require a parent/carer to be present throughout each session.

### Appointments

All appointments last for 50-60 minutes and we will usually meet on a weekly basis if you have opted for a block of sessions.

Hypnotherapy requires client commitment and motivation in order to achieve the best possible results. Throughout our time together, I will always treat you with respect and I am committed to adhering to the code of conduct as specified by the [National Hypnotherapy Society](#).

Please ensure that you arrive on time, as it may not be possible to accommodate lost time and the session may have to finish at the originally scheduled time.

You must also agree to attend sessions not under the influence of drugs or alcohol and understand that any abusive behaviour towards me will not be tolerated and will result in the end of therapy.

### **Online appointments**

I can use either Skype, Microsoft Teams, FaceTime or WhatsApp video calling for online sessions. It is important that you ensure that your internet connection is adequate for communication over the chosen platform, as well as ensuring that you have a quiet space where you will be undisturbed and able to relax throughout the session. If a technical problem beyond our control disrupts the session and we can't easily and quickly resolve the issue, I will contact you using an alternative online platform. If the alternative options fail, we will reschedule the session in full.

### **Payment**

Sessions can be booked directly with me or via the website and details regarding payment for your sessions will be sent when a booking has been made. Payments can be made by BACS transfer or via a secure link sent by email or text and a booking is not confirmed until payment is received. ***In the absence of payment your session may be cancelled.*** All sessions are non-refundable, including those that have been booked in blocks of 3 and subject to the relevant discount.

### **Making changes to your appointments**

If you need to cancel or rearrange an appointment with me, please call or text 07747 361799 or email [info@hypnotherapy.co.uk](mailto:info@hypnotherapy.co.uk) to let me know.

For face to face appointments, I ask that you give at least **48 hours notice** of cancellations to be eligible for a refund (24 hours for online appointments). I also require at least 48 hours notice of any changes to your appointment. Changes made without 48 hours notice will be subject to a charge of £9 to cover the cost of cancelling the room booking (this applies to face to face appointments only).

The **full session fee** will be charged for cancelled sessions, where 48 hours notice has not been given (24 hours in the case of online appointments) and for non-attended sessions, where no prior notice has been given. Please note, that for therapy to work, regular attendance is essential.

If I am required to make changes to your appointment, I will always aim to provide at least 48 hours notice. If there is an emergency and I am required to cancel your appointment at short notice, you will receive a full refund of your session should you not wish to reschedule.

### **Raising Concerns**

Should you have any problems at all with the service that you receive, please let me know. If this does not resolve the issue, I am registered with the [National Hypnotherapy Society](#) and you can contact them directly with any concerns.

I hope that your time at Awaken Hypnotherapy will be a really positive experience and I look forward to working with you.