

This is a mutual agreement is between you ..... (the Client) and Katie Prince (the Hypnotherapist). As such, all references made in this agreement refer to you (the Client) and me/I (the Hypnotherapist).

**Understanding of Hypnotherapy:** You understand that results vary from person to person and agree to work with me on the issues or problems presented by you. You accept that treatment is offered on the basis of the information you supply, which you represent and warrant to be complete and truthful.

You understand that hypnotherapy is a collaborative process, and the degree of progress is dependent on your active participation and engagement in the process, which may include self-work if necessary. You understand that there are no guarantees offered and that success depends on your active participation and motivation. You understand that you are paying for my time and not for a guarantee of success.

You understand that Hypnotherapy provided by Katie Prince is not a replacement for medical treatment, psychological or psychiatric services or the appropriate counselling. You also understand that Katie Prince does not treat, prescribe for, or diagnose any medical or mental health condition.

You declare that, if advised prior to any session with Katie Prince to seek medical approval, you have consulted with your General Practitioner and/or Hospital Consultant and gained the appropriate medical approval for working with Katie Prince.

**Sessions and contact:** I offer an initial free 10-minute telephone consultation to discuss what you would like out of your hypnotherapy. The recommended number of sessions are discussed and if you continue to book, you agree to pay for however many sessions you choose, no later than 48 hours after booking. This pre-payment secures your session, and bookings can be made at any time with 24 hours' notice.

Each session is 50 minutes. First session is an assessment session to inform the treatment plan. Sessions with a longer duration may take place under prior agreement, including and not limited to smoking cessation, and may be subject to addition cost.

Individually booked sessions take place on an adhoc basis and I would be unable to keep the same slot open each week, should you wish to rebook. If you prefer to keep the same day and time you will need to block book.

You can purchase a block of 5 sessions for a reduced rate of £270. Payable in full, via BACS 48 hours after booking. Unless agreed treatment plan requires less sessions which will be agreed upon following first session.

Bookings outside of my normal working hours, may be possible on request and will incur a 25% increase on session cost.

If you make contact with me outside of my normal working hours, I will respond to you in full during my next working day. I may, if I feel it is needed, send a holding message which confirms receipt but then a full response will come later.

**How sessions work:** Your appointment will be at a mutually agreed time and date which I will confirm via text or email. I will be ready to accept you at the agreed time only. Please do not arrive early as I may be with another client. All sessions will be held at **Spaces Whiteley. 4500 Parkway, Solent Business Park, Whiteley, Fareham, PO15 7AZ**

**Cancellation:** I understand life can get in the way sometimes, but I would ask you to make a commitment to attending regularly and keep absences and session changes to a minimum.

If you need to cancel a session, I will require at least 24 hours' notice otherwise 100% payment of the agreed session fee will be kept.

If you miss the session without notice, or run over 20 minutes late of the start, I will class this as a missed session and also keep 100% of our agreed fee for the session.

If you need to change a session, this is done subject to availability, and I respectfully request 24 hours notice.

It is your responsibility to ensure sessions are paid for within 48 hours of booking. This is the only way to secure your session. If sessions are not prepaid, you may lose your space.

**My commitment to you:** I will only book sessions for times which I know I am able to attend. With regards to holiday/training/workshops, I will give you as much notice as possible and if appropriate, offer you another session convenient to us both.

If in the event I am unwell and need to cancel your session, I will contact you as soon as possible to make you aware and to reschedule our appointment.

**Endings:** You are free to end or withdraw from hypnotherapy at any time, I ask for 24 hours notice. The cost of any sessions paid for in advance but not used will be refunded on request, subject to my cancellation policy. I may also terminate the agreement if I believe it's in the best interest of either party, or if I feel I can no longer help you.

**Right to Refuse:** Please do not attend sessions under the influence of alcohol or any drugs. If you do, I have the right to cancel the session and keep the session fee.

I will also not tolerate any abusive or threatening behaviour towards myself. Whilst I encourage emotions to be explored, if I feel your behaviour is inappropriate, and if after discussing this with you it continues, I have the right to cancel/end our sessions.

**Confidentiality:** I agree to keep everything we discuss confidential. There are a few exceptions where I may need to break confidentiality as outlined below:

If you are deemed to be an immediate risk of harming yourself or others, I will have to break confidentiality by contacting the relevant services although I will always try to discuss this with you first. Other reasons for breaking confidentiality are a) If terrorism related information is disclosed, b) Money laundering information is disclosed, c) Drug trafficking information is disclosed or d) if there are serious concerns regarding another person's safety.

As a member of the National Hypnotherapy Society, I operate under their Code of Practice and Ethical Framework (You can find details of this here <https://nationalhypnotherapysociety.org/about-us/code-of-ethics>) I am required to have regular supervision and will need to discuss my work with a supervisor on a regular basis. However, I will not disclose anything that would enable you to be identified. Supervision sessions are to allow me to gain support and guidance in my work and also to check I am working ethically and competently.

I keep brief notes after each session, which will be anonymised and securely stored. These notes will be protected under Data Protection Act 2018 and ICO regulations. See my Privacy Policy for more details.

If I am unable to contact you or continue sessions due to severe illness or death, a colleague will contact you on my behalf. They will only have access to your name and telephone number provided and will not know any content of our sessions.

**Ethics:** I am a member of the NHS(HYP24-00395) whereby I abide to their code of ethics. I am also committed to Continuing Professional Development (CPD) and have regular supervision of my practice.

**Complaints:** Should you wish to make a complaint, please firstly speak with myself to see if the problem can be rectified. If you are not satisfied you can contact: The National Hypnotherapy Society on 01903 213683 (This number is available Monday to Friday 9.30am to 4.00pm). Alternatively please email [conduct@nationalhypnotherapysociety.org](mailto:conduct@nationalhypnotherapysociety.org)

**Fees:** The initial meeting of 10 minutes will be free. This is usually over telephone.

My fee for 50 minute sessions is £60. My fee for 120 minute session on smoking cessation is £150.

I am able to offer a 10% discount for block payments for 5 sessions. Bookings outside of my normal working hours, may be possible on request and will incur a 25% increase on session cost.

**Payment:** After making a booking it is your responsibility to pre-pay for your session. Make payment via BACS using the Monzo details below:

04-00-04      76980368      Turning Tides Therapy

Payments are to be made no later than 48 hours after booking your session. Pre-paying for your session is the only way to secure it. Bookings made within 48 hours of the session time, must be paid at time of booking.

Cash payments are accepted by prior agreement only and will need to be paid upfront and in full at the start of the session.

**Contact outside of sessions (Social Media & Outdoors):** The therapeutic relationship is to remain professional and so I will not accept or send any personal 'friend requests' on any social networking site as this can blur the boundaries and compromise the professional and confidential nature of our relationship. However, I do have professional accounts which you are free to follow.

It is not out of the realms of possibility we could bump into each other outside of the therapy 'room'. If we were to see each other in the real world, I will not acknowledge you in order to keep our relationship confidential, unless you acknowledge me first. If our paths do cross on in any capacity then we can discuss this in the next session.

If you need to contact me for cancellations or changes to sessions, please use my details below. I don't always have my phone to hand, so I may not reply straight away.

Phone: 07763757287      Email: [therapywithkp@outlook.com](mailto:therapywithkp@outlook.com)

We will go through the main points of this agreement in our initial session and also address any questions that you may have. **PLEASE NOTE: By accepting an appointment with Katie Prince the client agrees to all of the terms stated above.**

**Client Signature:**

**Print Name:**

**Date Signed:**