

Rules & Regulations

Counseling Plan & Client Agreement CM Cayte Mocadam Consultancy

By agreeing to the Client Agreement, you agree to abide by the terms and conditions of the Client Agreement.

You also agree with the statements below:

- I confirm that I have been advised by CM or CoActive Minds Consultancy of the scope of the therapies that CM provides and give my full consent to receiving therapy sessions from Cayte Mocadam Consultancy of hypnosis.
- I understand that results may vary from person to person and the agreement by Cayte Mocadam Consultancy to work on the issues or problems presented by me, using whatever therapeutic model or models are appropriate to my situation, in no way implies or guarantees the resolution of any presenting issues or problems.
- I understand that hypnotherapy and any other therapy or information provided by CM either in person or via telephone, is psychological or psychiatric treatment. If I have any doubts or concerns about my health, I will seek advice from an appropriate qualified healthcare professional.
- I declare that, if advised by CM prior to any therapy sessions, to seek medical approval, I will consult with my therapist, hospital consultant and/or other healthcare professional and gain the appropriate written approval for Cayte Mocadam Consultancy prior to the next therapy session.
- I have been advised that I am free to terminate any or all sessions at any time.
- In order to maximize the likelihood of a successful outcome, I agree to make reasonable use of therapeutic suggestions during and between sessions, including listening to CDs and/or MP3 files and carrying out agreed actions or tasks as appropriate.
- I have accurately and truthfully answered any questions

and provided background information during the initial consultation and will continue to do so during any subsequent therapy sessions.

Any contact between sessions will be by phone

Between Session Contact

Text during office hours only (Monday-Friday, 9:00am-5:00pm)

Appointment Punctuality

Please arrive promptly at your appointment time. If you are running late, please let me know as soon as possible. I will do my best to make a full session available. However, the ability to do this will depend on bookings following your appointment, so this cannot be guaranteed.

If you are more than 15 minutes late, this will count as a non-attendance. However, the consultant has the right to be late, depending on the procedure of the previous appointment. Some of the sessions will be postponed if urgency is needed.

Cancellations and Rescheduling

Considerable time is spent preparing for each client session. If you need to cancel or reschedule an appointment, notification must be made via email, text or phone call at least 48 hours prior to the appointment.

Appointments cancelled with less than 48 hours' notice, or non-attendance at appointments without prior notification, will result in forfeit of deposit. When this occurs, a new deposit will be due if further therapy sessions are required.

Confidentiality

All contact, including in-person sessions, telephone conversations and emails, will be conducted in confidence and some may be recorded for your use and in specific circumstances. Prior to any recording, your agreement will be sought. All recordings, conversations and notes will remain confidential.

Client information may be made anonymous and used in case studies and marketing materials; this will not take place while a client is currently undergoing treatment, or has been a client of hypnosis within the previous 12 months.

Supervision

As an Accredited Member of the General Hypnotherapy Register and Member of the National Guild of Hypnotherapy USA and Lebanese Syndicate of Hypnotherapists, I receive regular supervision in line with policy and guidance in order to maintain standards and promote best practice. Supervision of sessions may involve

discussing client case histories and/or details of sessions. Where this applies, your identity will not be disclosed, and your confidentiality will be maintained at all times, except in the circumstances described in the "Confidentiality" paragraph in this agreement.

Therapy Outcomes

The agreement to work on the issues presented by you, in no way implies or guarantees the resolution of your presenting issue(s). However, I will endeavor to use my best efforts and skills to work towards your therapeutic goal(s), and I respectfully request a similar level of involvement and commitment in return.

Rules and Regulations:

- We have a strict policy; we don't make phone calls. We keep all conversations typed and saved in our system.
- Our sessions and courses are designed upon our client's request.
- We respect privacy. All our sessions are confidential.
- We offer a 30-minute, free Introduction Session to answer your questions.
- Once a course is scheduled and booked, we do not refund.
- Each course includes manual, attunements, course working hours and certifications.
- We charge a penalty for delay in course or payment of 20% for a 60-day delay.
- **Any delay of course payment over 90 days is considered cancelled without refund.**
- To book the same course again after 90 days of payment delay and cancellation, a new registration is required.
- A Holistic attunement course is a plan of study and a series of lessons. Private holistic attunement and classes include subject, lecture, seminar, sessions, attunement, and new, advanced healing modalities.
- We collect payments from courses and our online clinic. Payments are made through PayPal and Western Union.
- Once payment is set, a confirmation of booking will be sent to confirm payment and schedule in our records.
- Holistic attunement courses are considered as self-improvement courses for those who like to help others as a natural healer and a natural healthcare facilitator/practitioner.
- Practitioners will receive certification of attendance including the level of the course they have achieved.
- No clinician at Cayte Mocadam's Consultancy participate in custody proceedings or any family issues.
- We do not interfere in family problems. We provide therapy.
- We cannot be on call with you outside the frame of the session or the requested course.
- **In case of emergency, be aware that if an attempt is made to contact a provider outside the frame of the session, through phone, or any other form**

of communication, including online, there will be charges of **\$30 per every 10 minutes.**

- We have a one-month Instant On-Call Consultation for clients who desire to be in contact with their consultant/therapist at any time during the purchased month.
- Instant On-Call Consultation is available for clients in United Arab Emirates, Oman, Beirut and Kuwait and UK.

While we do call to remind you of your appointment, you can contact us on +96181300180 - +971585580282
www.caytemocadam.com, info@coactiveminds.com