

TERMS, CONDITIONS & PRIVACY POLICY

1. Services

I provide hypnotherapy, mindfulness, and reflexology sessions for adults and children. Sessions are delivered in person and, where stated, online.

All services offered are complementary therapies and are not a substitute for medical, psychological, or other healthcare diagnosis or treatment. Outcomes vary from person to person, and no guarantees can be made.

2. Professional Standards & Insurance

I am a registered member of the National Council for Hypnotherapy (NCH) and the Complementary and Natural Healthcare Council (CNHC) for hypnotherapy services and work in accordance with their Codes of Ethics and Professional Conduct.

I am fully insured to practise hypnotherapy, mindfulness, and reflexology.

3. Booking & Payment

All appointments should be booked and paid for online in advance, unless otherwise agreed.

Prices are clearly displayed at the time of booking.

If you are unsure which option may be most appropriate, you are welcome to book a free 15-minute, no-obligation telephone call to discuss your needs.

4. Cancellation & Refund Policy

Appointments cancelled more than 48 hours before the scheduled session will receive a full refund.

Appointments cancelled within 48 hours, or unattended, cannot be refunded. This helps protect scheduled session time.

If you arrive late, your session may need to end at the scheduled time. The full session fee remains payable.

5. Children & Young People

Clients under 18 years of age must have consent from a parent or legal guardian.

A parent or guardian may be required to attend sessions depending on the child's age, needs, and the nature of the therapy.

Sessions with children are always approached sensitively and adapted to the child's age and individual needs.

6. Health Information & Consent

Clients are responsible for providing accurate and relevant health information prior to treatment.

Please inform me of any changes to your health, medication, or circumstances that may affect your session.

By booking, you confirm that you are medically fit to receive treatment or have sought appropriate medical advice where necessary.

7. Online Sessions

For online hypnotherapy or mindfulness sessions, clients must ensure a private, safe, and uninterrupted space and a reliable internet connection.

Missed or disrupted sessions due to technical issues on the client's side may not be refundable.

Minor technical difficulties will be managed as best as possible within the session time.

8. Privacy & Data Protection (UK GDPR)

I am committed to protecting your personal data in accordance with the UK General Data Protection Regulation (UK GDPR) and the Data Protection Act 2018.

Information I may collect includes:

- Name and contact details
- Appointment and booking information
- Relevant health information provided for treatment purposes
- Payment details (processed securely by third-party providers)

Your information is used to:

- Manage bookings and provide therapy services
- Communicate with you about appointments
- Maintain appropriate client records
- Meet legal, professional, and insurance obligations

Health information is collected only with your consent and is used solely to ensure safe and appropriate treatment.

All personal data is stored securely and accessed only by me.

Your information will not be shared without your consent unless required by law or where there is a serious risk of harm.

You have the right to:

- Access the personal data I hold about you
- Request correction of inaccurate information
- Request deletion of your data where legally permitted
- Withdraw consent at any time

Requests can be made by contacting me directly.

9. Changes to Appointments or Services

I reserve the right to reschedule or cancel appointments due to illness or unforeseen circumstances. In such cases, you will be offered an alternative appointment or a full refund.

10. Acceptance of Terms

By booking an appointment, you confirm that you have read, understood, and agree to these Terms, Conditions & Privacy Policy.