

Terms & Conditions

1. Services

Headstrong Therapy provides hypnotherapy, mindfulness, and reflexology sessions for adults, young people, and children.

Sessions may be offered in person and, where appropriate, online.

Services offered by Headstrong Therapy are supportive and complementary in nature and are not a substitute for medical, psychological, or specialist healthcare, diagnosis, or treatment.

Outcomes vary between individuals, and no guarantees can be made regarding results.

2. Professional Standards & Insurance

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

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

Sessions are offered within clear professional boundaries, with a strong focus on emotional safety, ethical practice, and client wellbeing.

3. Booking & Payment

Appointments are usually booked and paid for online in advance unless otherwise agreed.

Current fees are displayed clearly at the time of booking.

If you are unsure which type of support may be most appropriate, you are welcome to arrange a free 15-minute, no-obligation telephone call to discuss this further.

4. Cancellation Policy

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

Appointments cancelled within 48 hours, or unattended appointments, are non-refundable. This helps protect allocated session time.

If you arrive late, your session may need to finish at the originally scheduled time. The full session fee will still apply.

5. Children & Young People

Clients under the age of 18 must have consent from a parent or legal guardian before sessions can begin.

Depending on the child's age, needs, and the nature of the support being offered, a parent or carer may be required to attend part or all of the session process.

Sessions involving children and young people are always adapted carefully to the individual child and approached with sensitivity, emotional safety, and appropriate professional boundaries.

6. Health Information & Consent

Clients are responsible for providing relevant and accurate health information to the best of their knowledge before sessions begin.

Please inform me of any changes to your health, medication, or personal circumstances that may affect the support provided.

By booking an appointment, you confirm that you have shared any relevant information necessary for safe and appropriate therapeutic support.

7. Online Sessions

For online sessions, clients are responsible for ensuring they have:

- A private and appropriate space
- A reliable internet connection
- A setting that feels safe and comfortable for participation

Where significant technical difficulties arise, sessions may need to be shortened, rearranged, or continued in another format where appropriate.

8. Changes to Appointments or Services

I reserve the right to rearrange or cancel appointments due to illness, emergencies, or unforeseen circumstances.

Where this happens, an alternative appointment or full refund will be offered.

9. Safeguarding & Confidentiality

All sessions are treated confidentially and handled with professional care and discretion.

However, confidentiality may need to be broken where:

- There are safeguarding concerns
- There is a serious risk of harm
- Disclosure is required by law or professional obligation

Where appropriate and possible, this would usually be discussed with the client first.

10. Acceptance of Terms

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

Privacy Policy

1. Data Protection

Headstrong Therapy is committed to protecting personal information in accordance with the UK General Data Protection Regulation (UK GDPR) and the Data Protection Act 2018.

2. Information Collected

Information collected may include:

- Name and contact details
- Appointment and booking information
- Relevant health or wellbeing information shared for support purposes
- Payment and certain communication or booking information may be processed securely through trusted third-party providers.

Only information relevant to providing safe and appropriate support is collected.

3. How Information Is Used

Personal information may be used to:

- Arrange and manage appointments
- Communicate regarding sessions or enquiries
- Maintain appropriate client records
- Meet legal, insurance, safeguarding, and professional obligations

Your information will never be sold or shared for marketing purposes.

4. Storage of Information

Personal information is stored securely and accessed only by me.

Client records are retained only for as long as necessary to meet legal, insurance, safeguarding, and professional requirements.

Some information may be processed securely through trusted third-party providers used for email, website hosting, booking systems, or payment processing.

Reasonable steps are taken to protect personal data from loss, misuse, or unauthorised access.

5. Confidentiality & Information Sharing

Your information will not normally be shared without your consent unless:

- There is a safeguarding concern
- There is a serious risk of harm
- Disclosure is legally required

Only the minimum necessary information would be shared in such circumstances.

6. Your Rights

Under UK GDPR, you have the right to:

- Request access to the information held about you
- Request correction of inaccurate information
- Request deletion of information where legally permitted
- Withdraw consent where applicable

Requests relating to personal information can be made directly by contacting Headstrong Therapy.

7. Contact Information

Headstrong Therapy
Somerset, United Kingdom

Email: hello@headstrongtherapy.co.uk

Website: <https://headstrongtherapy.co.uk>

8. Updates to This Policy

These Terms & Conditions and Privacy Policy may occasionally be updated to reflect changes in services, legal requirements, or professional practice. The most recent version will always be available on the website.