Terms of Use

Hypnotherapy is a treatment that relies on the commitment of both the therapist and the client to get the best results. As the client, when you agree to undertake a course of treatment you also agree to engage with the process. Working in partnership with the therapist is the best way to achieve the best results.

***Therapy sessions and fees***  
Each standard session lasts approximately one hour and the fee per session will be previously agreed. Fees are payable at the end of each session by cash, cheque or card using a card reader. You may pay in advance if you wish, if there is an agreement for a fixed number of therapy sessions. This may be subject to change from time to time, but any change in fees will be agreed between client and therapist.

***Appointments***  
You commit to attending the appointments that we make. There are two good reasons for this.

1. Your attendance at the appointment is part of your commitment to the on-going treatment.
2. If you do not cancel with reasonable notice, you have stopped someone else having that appointment.

***Cancellation policy***  
Please give at least 24 hours notice of cancellation by either phone, text, or email. If an appointment is cancelled with less notice, the full session fee will apply.

***Arriving late for an appointment***  
If you are running late, please let me know as soon as possible. I will do my best to make a full session available, but this often depends on whether there is an appointment immediately after your booking. If your session needs to be curtailed due to your late arrival then the session fee remains payable in full.

***Confidentiality***   
Your privacy is very important and everything you say will be treated in the strictest confidence. In order to ensure continued best practice, my work is supervised by a clinical supervisor. During supervision, it may be necessary to review your treatment, but this will be done without any reference to your identity or situations that might mean you could be identified.

There are rare situations though where I might need to contact your GP or other authorities, but will advise you if I am going to do so. They are as follows:

* Self-harm: I may need to contact your GP if it appears that you are suicidal or intend to carry out serious self-harm.
* Abuse or injury to a minor: I am legally required to report any abuse towards a minor to the appropriate authorities should you divulge any such information to me.

***Standards of behaviour***  
I undertake to treat you with respect and not to abuse the trust you put in me. I will use best practice at all times in our mutual interest. In return, you undertake not to harm yourself, or any other person, including me, or any property belonging either to me or any other person. You agree not to come to sessions under the influence of alcohol or recreational drugs, except those medications prescribed by your doctor. If you do come to sessions under the influence of alcohol or recreational drugs or demonstrate violent/abusive behaviour, I reserve the right to cancel the session and refuse any further therapy sessions.

***Complaints***

If you have a complaint please let me know in the first case so that we can try to resolve it. If we don’t achieve a satisfactory resolution please contact the National Council for Hypnotherapy (NCH). I am a member of the National Council for Hypnotherapy (NCH) and commit to work to their Codes of Conduct, Performance and Ethics and any failure of mine to do so can be raised with them. Please follow this link for further information <https://www.hypnotherapists.org.uk/about-nch/code-of-ethics/>