

## CLIENT TERMS AND CONDITIONS

Please read these terms and conditions which apply to the provision of my professional services. By making an appointment, you are agreeing to the following terms and conditions. If you are unable or unwilling to agree to these terms and conditions, then you should not book an appointment or continue with your course of therapy.



## FREE INITIAL CONSULTATION

You may be offered a free 30 minute online initial consultation once you have filled in an intake form and returned. No therapy will be provided during the consultation.

The purpose of this initial consultation is to get understanding of your presenting issues on the intake form and to discuss any questions you may have about the RTT session. During these calls, estimates of the number of sessions required to deal with your presenting issue are given on the basis of the information presented at that time. Estimates are only rough guidelines and are subject to change.

## BOOKING & PAYMENT

In-person sessions: The full fee is due at least 48 hours prior to the first session. No refunds will be issued for cancellations less than 48 hours before the appointment.

Appointments at the Therapy Room Southsea. A holding deposit of £50 at time of booking. The remainder of fee will be paid at the appointment.

Online Bookings: No deposit is required for online sessions, however payment must be made at least 48 hours prior to the scheduled session start time. On receiving payment a Zoom link will then be sent to you.

Where payment is not received 48 hours prior to the session, it will be cancelled and booking time may be offered to someone else. It is your responsibility to pay the session fees before each scheduled session in order to confirm the appointment booking.

## CANCELLATION, RESCHEDULING & REFUNDS

### CANCELLATION

If you need to cancel or re-schedule a session, please provide as much notice as possible. Fees are for my time within and work towards the personalised recording prior to the appointment and for my professional expertise. Notification must be made via email or phone call at least 48 hours before a session or 24 hours for an online session.

### REFUNDS

No refunds will be issued for cancellations less than 48 hours

A successful outcome is not guaranteed. Therefore, no refunds will be given for any sessions where you have attended and paid for the session.

Where a discount package or therapy program has been booked and paid for in advance, if you choose to discontinue your therapy process before attending all the sessions, a pro rata refund will be issued after deduction of the full standard session fee for any sessions you have attended.

## SESSION FEES

All professional fees will be disclosed to you prior to booking. My professional fees are subject to review and may increase from time to time. You will always receive confirmation of the professional fees before booking.

## PAYMENT METHODS

Payment may be made online via credit/debit card or PAYPAL™. Payment for in-person sessions can also be made via credit/debit card at the end of your session. Cheques will not be accepted.

## CONTACT BETWEEN SESSIONS

Any contact between sessions will be by text, email or phone call during office hours only (9 - 6pm GMT) Monday - Saturday. Any messages received outside of these hours will be dealt with during office hours only.

## MEDICAL OR PSYCHOLOGICAL CONDITIONS

I may ask questions about your medical history to establish any contra-indications to treatment. This will help to assess whether your health is affecting (or being affected by) the therapeutic goals you wish to achieve. Please update me of any medical changes during your course of therapy, or if you are returning to therapy after a period of absence.

If you are receiving care or treatment from any medical, healthcare or therapy practitioner, e.g. GP, Psychologist, Psychiatrist or Counsellor, you may be asked to seek their permission before any therapy sessions can commence.

Please note that I will be unable to offer my professional services if you suffer from epilepsy or any form of psychosis.

## AGE RESTRICTIONS

You must be at least 18 years old to participate in online sessions. Clients under the age of 18 years old must be accompanied by a parent or guardian both in person and online.

## ATTENDING YOUR SESSIONS

Please ensure that you are available at your session start 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, as the ability to do this will depend on bookings after your session, this cannot be guaranteed.

## HYPNOTHERAPY RECORDINGS

Hypnotherapy recordings should not be listened to whilst driving, operating machinery or undertaking any other activity where concentration is required. Any recording provided is for your personal use only and must not be shared, lent, copied or sold under any circumstances.

## OUTCOME OF SESSIONS

The agreement to work on the issues presented by you in no way implies or guarantees the resolution of your presenting issue(s). No outcome can or will be guaranteed. However, I will always endeavour to use my best efforts and skills to work towards your goals and intended outcomes.

## STANDARDS OF BEHAVIOUR

During the course of any therapy sessions, I will treat you with respect. 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 to either me or any other person.