

Ego State Therapy Session Terms & Conditions

THERAPY

Successful sessions rely on your commitment and motivation. When you agree to partake in your therapy sessions, you, as the client are considered “co-therapist”, which means you agree to be fully involved and committed to the process, which may include self-work if necessary. This also includes attending your sessions and arriving on time. You accept that treatment is offered on the basis of the information you supply, which you represent and warrant to be complete and truthful. Ongoing sessions will always be discussed with you and you will have the right to express your preferences regarding your treatment plan and timeframe. You are free to end or withdraw from therapy at any time. The cost of any sessions paid for in advance but not used will be refunded on request, subject to cancellation policy. Refunds will reflect the actual price paid if special offers have been used.

SESSIONS

Your hypnotherapy session will last approximately 1 to 2 hours. Please allow yourself enough time for this. Based on the agreement of both parties, sessions may take place in person, over the phone or electronically via conferencing software such as zoom, FaceTime, WhatsApp or equivalent. If you are running late, please let us know as soon as possible. We will do our best to make a full session available, but this often depends on appointments subsequent to your booking and so cannot be guaranteed.

Sessions will begin at the time scheduled and if you arrive late the shortened-length session may continue at the discretion of the hypnotherapist. If due to client lateness there is not enough time to conduct the session to the satisfaction of the hypnotherapist, the session will be deemed a ‘no show’ and the session fee remains payable in full.

FEES

Fees depend upon number of sessions purchased and all pricing is listed on the checkout page. All session payments must be made before the session(s) take place. Payment methods are listed on the checkout page.

CANCELLATION POLICY

We appreciate at least 24-hours notice if you need to reschedule or cancel your appointment, so that we may offer it to someone else. If you wish to cancel then please email immediately. Sessions cancelled with less than 24-hours notice will be billed at the full session fee.

The hypnotherapist reserves the right to cancel an appointment at their sole discretion, and this will only be in exceptional circumstances and as much notice as is possible will be given to the client. The hypnotherapist shall not be liable for any financial or other consequences of the cancellation. Client will not be billed for a session that the hypnotherapist has cancelled.

A “no show” (meaning a scheduled appointment in which the client never attended) will be billed at full session fee.

REFUND POLICY

All therapeutic and hypnosis services rendered are not eligible for refunds as the time has been allocated. The hypnotherapist facilitates change by guiding the use of hypnotic suggestions and techniques. The hypnotherapist cannot control or force the client to change or do anything they do not want to do. If the hypnotherapist has any concerns throughout the client session, the concerns will be discussed with the client to determine the recommended course of treatment. The client has the option to take the recommendation or to not go ahead with future sessions. If the client has paid in advance for hypnotherapy sessions, the client has the option to not go ahead and the client will be refunded the amount that was paid in advance for unused sessions.

While The hypnotherapist has had great results with many clients, these cannot be guaranteed and may vary based on the mindset of the client, the desire to change and the commitment to follow instructions during and after the session.

DISCLAIMER

We will always do our best to help you achieve a successful outcome to your therapy. However, you accept that an agreement to work on an issue does not mean that a particular outcome to therapy can be guaranteed. Fees are payable for your sessions and the time and expertise of the therapist, regardless of the outcome. Results may vary from person to person.

STANDARDS OF BEHAVIOUR

We will use best practice at all times and adhere to reasonable standards of conduct.

In return by attending your session you agree to the following standards of behavior:

- Be free from drugs and alcohol (except medication prescribed by your doctor).
- You will not harm yourself or any others or any property belonging to others.
- Take your therapy seriously and treat the hypnotherapist with respect.

If you demonstrate violent, abusive or anti-social behavior, The hypnotherapist reserves the right to cancel the session and any future sessions and/or treatment with no refunds.

PRIVACY AND CONFIDENTIALITY

Keeping and maintaining records is required for all clients and for anyone who makes an enquiry. These records are may be kept both in written form and electronically. Your information will be protected by reasonable security safeguards against loss and theft, unauthorized access or use. Your information will never be sold or distributed unless required

by law. You will be added to our mailing lists to receive newsletters and special offers. If you wish to be removed from these you can unsubscribe at any time or notify the hypnotherapist in writing.

For supervision and training purposes and continuing professional development anonymous case histories may be shared with other hypnotherapists, colleagues, students or relevant internet and/or social media platforms. Anonymous means your personal details are removed and no information that might identify you is used. If you do not wish your information to be used in this way, please inform the hypnotherapist via email.

Client confidentiality will be respected at all times with these exceptions:

- You reveal you intend to harm yourself or another person.
- You reveal that a child is being abused or is in danger of abuse.
- We are compelled to reveal information by a court order.
- You reveal information regarding a crime or criminal behavior.

QUESTIONS OR COMPLAINTS

If you have any questions or complaints about your therapy, you agree to talk to your therapist about them first.