



IMPORTANT: Please read me

1. Arrival

I will be available to meet you promptly upon the pre-arranged method of communication (Zoom, Skype etc)

2. Recommendations

It is recommended that

- you commence your call from a safe confidential space where you will not be overheard. You can use headphones for increased confidentiality.
- your mode of communication e.g. Zoom, is password protected.
- you only use a secure, password-protected source of Wi-Fi with adequate firewalls and virus protection.

3. Disruptions to Service

If we get let down by technology at some point during our session, I will make a series of attempts to reconnect. If after five minutes I am unsuccessful, I will reschedule the session via email.

4. Notice

Video communication adds an element of insecurity in relation to the confidentiality of information that is beyond the control of either the therapist or the client.

5. Confidentiality

I will use encrypted, password protected apps where possible.

Your confidentiality will be maintained with the highest regard unless exceptional circumstances require me to inform a third party either by law or in the interest of personal or public safety. Essentially, this means that if you inform me that you are going to seriously harm yourself or another, or if you were going to cause significantly unlawful actions, I may have to contact relevant agencies.

I work with a supervisor to ensure that my practice is of the highest standard and to provide new directions and insight. In these sessions I will speak in detail about your case, but I will not divulge any personal information that would identify you unless I am professionally bound to adhere to the confidentiality agreement as stated above.

6. Personal Details

It is a legal requirement for me to take full name, address, date of birth and emergency contact details/ GP Surgery. I will also require details that I can contact you such as telephone number and email address.



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7. Payment

Payment is between £40-80 per session. I let you choose what you feel you can afford and trust in your honesty. Payment can be made by bank transfer or Paypal.

Payment may be asked at the beginning of the session.

8. Cancelling a session

Non-attendance or cancellations with **less than 24 hours' notice are charged at £30**

There are a number of reasons for this.

- a. To ensure that people are committed to attending
- b. The time frame is too short to fill the appointment slot that I have made available. This constitutes a loss of earnings from other prospective clients that I could have booked in.
- c. I still have to pay for costs such as travel and room hire

9. Case notes

Brief case notes may be taken for supervision and personal reflection on work practices. These are held in a secure cabinet outside of the office where I work to maintain the client's security and safety. A top sheet needs to be provided with clients demographics.

10. Goal Setting and Performing tasks

I am a strong advocate of creating clear goals and setting tasks to ensure these goals are met. This means that you may get asked to perform certain actions in between sessions.

11. The magic wand

While Hypnotherapy is an incredibly powerful technique that can be used to overcome an array of ailments, life is uncertain and I cannot guarantee can be made that your sessions will completely resolve your concern.

12. Complaints

I welcome feedback, even if it seems challenging to present and hope that in most, if not all cases any complaints and feedback may be resolved together.

If, however, the client feels that further action needs to be taken there are clear guidelines for complaint procedures laid down by The General Hypnosis Register (GHR), the details of which are obtainable from me, or online.

13. My commitment to you

a. A package of support

Clients are welcome to briefly email me for additional support in between sessions if required. Please be aware that my availability will dictate the time it takes to respond

b. I believe in you

No matter where you are or what you have done, I maintain my belief that you can achieve the goals to make you fulfilled.

c. Clarity



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I will be clear about the process of Hypnotherapy and my professional opinion when asked. This may mean that I will be compassionate yet direct in my feedback.

d. Punctuality

My punctuality is outstanding and I intend to meet you courteously on time for every session. If an emergency or unseen circumstance should arise I will contact you as soon as possible to let you know of any lateness.

14. Number of Sessions

I provide an *estimation* of the number of sessions they will need to overcome the issue in the consultation, or at end of the first session. I cannot predict the future and it may take more sessions, but of course it may also take fewer sessions.

15. Length of session

I work on a needs led basis which means that my sessions last anywhere between one hour to an hour and a half. As a general rule sessions will last roughly one hour and a half. Charge is by the session, not by the hour.

16. Experiencing Suicidal Intent

For the safety of the client, I do not work online with people experiencing suicidal intent. If you have been thinking about ending your life, I recommend informing a relevant medical professional (GP, Psychiatrist etc) and professional help in your locality.

17. Referral

If I feel that the client would benefit by seeing a specialist with their concern I will, with consent, make a referral to the appropriate agency.

18. Consent

Young people under the age of 16 will only be seen with written consent from their parents/ guardians. For the majority of these sessions parents will be present in the room, if not in the building.

19. Treatment of physical/ medical conditions

If you have a medical condition then you will always need to seek professional help from the appropriate medically trained staff. I work on the psychological aspect of physical ailments and self healing utilizing the unconscious process. **I am not medically trained.**

20. Ethics

I am registered with and validated by the General Hypnosis Register and adhere to their strict code of ethics which can be found on the site listed below.

<http://www.general-hypnotherapy-register.com/Listings/COE.htm>

21. Insurance

I am fully insured for Public Indemnity and Personal liability.



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22. Consent

Signing the form *or responding to the email version* signifies you understand the contract and agree to the terms herein, *including all charges that may be made for cancelling/non-attendance of sessions.*

Client's name: _____ **Date:** _____
(Signed)

Print: _____

Therapist: _____ **Date:** _____
(Signed)

Print: _____