



Sandra Wilson Clinical Hypnotherapy
Helping you find your way

Terms and Conditions

Thank you for choosing **Sandra Wilson Misophonia Hypnotherapy** to help you with your issue.

As part of Therapy services, Sandra Wilson will be:

A. Completing a Client Intake sheet to ensure all the correct details about the client have been noted and any relevant information particularly details of significant health conditions have been disclosed and noted.

Sandra will answer any questions that the Client may have and explain details of the therapy.

B. Carrying out a Risk Assessment in the event that the client discloses any information that would lead the Therapist to believe the Client may be vulnerable. The therapist reserves the right to refuse treatment or adapt it. The Client may need to consent to the Therapist writing to the client's Doctor/Healthcare provider before proceeding with hypnosis. **It is encumbent on the CLIENT to be open about any potential health conditions that may be contraindicated with hypnosis (to be explained during the consultation).**

C. Offering a brief explanation of how the mind works in relation to Misophonia

D. Talking therapy will follow on from this, followed by hypnotic technique(s) that the Therapist deems suitable to help the client.

E. An MP3 file of a guided relaxation/guided hypnosis will be provided for the client to listen to in between sessions. The therapist may also suggest tasks/exercises to be completed in preparation for the next session.

F. The Therapist agrees to listen attentively and to utilise appropriate skills and expertise in relation to the issue presented and in accordance with their professional training and level of skill and competency.

G. In the case of children under the age of 16, a parent/guardian **MUST** be in attendance in the first session. After that, you may give consent in writing to allow your child to attend alone as long as they are aged 8 or over. For online sessions, a parent or guardian must be in the house at all times though not necessarily in the same room. If the child is aged 8 or under, a parent or guardian **MUST** be in the same room at all times. Please note that I hold a Disclosure Barring Service check certificate.

2. Client Requirements.

The Client agrees to the following terms of service:

A. To be on time for the appointment, notwithstanding unavoidable circumstances or emergencies although it may not be possible for Sandra to allocate extra time depending on her diary.

B. The Client and the Therapist to treat each other with respect at all times.

C. To give at least **48 hours notice** if I wish to cancel or reschedule. The Therapist may retain the full fee if insufficient notice is given without good reason.

D. To pay the full fee as discussed in my consultation at the point of booking the sessions.

E. To tell the Therapist what my goals and desired outcome is at the start of my therapy, but I accept that results cannot be guaranteed, and my own engagement with therapy is a key factor in my success. I agree that I am paying the Therapist for her time, skills and expertise.

F. If my therapist believes that I may intend to harm myself or another person, they have a professional obligation to report any concerns to the relevant authorities. **This may need to be done without my consent if a vulnerable adult or child is at risk of harm.**

Should my therapist consider it necessary, they may need to contact my emergency contact person, doctor or primary healthcare provider, but my permission would be obtained beforehand – notwithstanding the above point.

3. Termination and refunds

In the event that the Client desires to terminate the Services hereunder, the Client must submit an emailed request to Sandra Wilson Clinical Hypnotherapy at least 48 hours prior to the commencement of first sessions. Written requests to terminate may be made but does not guarantee a refund if the request is less than 48 hours notice. If the Client chooses to terminate this agreement in writing without sufficient notice, all monies owed to Sandra Wilson Clinical Hypnotherapy will become due if not paid, and an invoice will be sent. Under no circumstances will Sandra Wilson Clinical Hypnotherapy give refunds of the amount paid in advance for the Services hereunder in the event that the client fails to show up for their appointment(s).

Persistent cancellations – if the Client cancels more than 2 appointments in a row without good reason, Sandra Wilson Clinical Hypnotherapy may refuse to book further sessions. The fee for remaining sessions if a package of sessions was booked may also be retained if the Client has either cancelled with less than 48 hours notice or failed to show up for the appointment.

Unused/unbooked sessions – If a package of 5 sessions were paid for and not all used, Sandra Wilson Clinical Hypnotherapy will make reasonable attempts to contact the client to book them. In the event that the client fails to respond to emails or text messages, the fee will be retained. It is up to the CLIENT to ensure they maintain contact with Sandra Wilson Clinical Hypnotherapy or risk losing any fee paid in advance.

No refunds for services paid for and used will be given, unless there is a reasonable cause for complaint. Please see the section on Guarantees in this contract and in the Client Information sheet for more detail.

4. Additional Services/therapies/coaching.

All services outside the scope of this Agreement that are requested by the Client and which Sandra Wilson agrees to perform will be billed at the same price as the original service. Client must discuss this with Sandra Wilson and upon approval the client will be requested to pay for this service and a new booking for addition therapies will be created. Original service must be completed first before a new booking for an additional service can commence; identical terms and conditions are applicable for new service.

5. Insurance policy, privacy policy and GDPR

Sandra Wilson is fully insured to practice by **Balens Ltd Insurance Services**. Client files will be stored securely online for a period of 8 years following commencement of therapy, or from the age of 18 for minors. Files must be kept for 75 years if a client receives therapy for sexual abuse. In the event Sandra Wilson dies, her executor has been instructed to destroy ALL client files. Copies of files may be requested – please see Privacy Policy for further details.

6. Guarantees of successful outcomes

Sandra Wilson Clinical Hypnotherapy does not warrant or guarantee any specific level of performance or results. Example of results obtained for other clients (in the form of testimonials) may be used as a marketing tool and shown to Client for demonstrative purposes only and should not be construed by Client as indicating any promised results or level of results. See Client Information sheet for more details.

7. Communications.

Client agrees the communication is to be via email or Whatsapp/Text Message within the hours of 9-5pm, the email address to use is sewclinicalhypnotherapy@gmail.com. If the Client wishes to speak on the phone, the Client should send a message stating that you would like to schedule a phone call and Sandra will work with the Client to arrange a time. Please see Client Information sheet for more information.

8. Sandra Wilson Clinical Hypnotherapy office hours are:

Between 9am – 5pm Monday to Friday. Sandra typically responds to emails within 24-48 hours excluding weekends and standard public holidays. Please refer to the Client Information sheet for more information about boundaries and expectations.

9. Jurisdiction and Overseas clients

Sandra Wilson Clinical Hypnotherapy offers online services to those who live in other Countries around the world. If you are receiving online therapy and you live outside the UK, please bear in mind that **Sandra Wilson is based in the UK and operates under English and Welsh law and jurisdiction, not the law of your own country. By signing this contract you agree that you understand and accept this.**

10. Entire Agreement – to be signed electronically after the initial consultation

This Agreement is the final, complete and exclusive Agreement of both Parties. No modification of or amendment to this Agreement shall be effective unless in writing and signed by each of the Parties, By their signatures below, the parties hereby understand and agree to all terms and conditions of this Agreement.

I also agree that Sandra has explained how Hypnotherapy works during my consultation and I have received, read and understood the information in the Client Information sheet which covers how hypnosis works, what I can expect, health, safety and risks have been explained, an explanation of professional boundaries, and the result/outcome I wish to achieve which cannot be guaranteed.

I have also read and understood Sandra Wilson's Privacy Policy and I am happy to give consent for my personal details and casenotes to be stored securely on the We Are Kiku online client management system. I understand that this online system is GDPR compliant.

