

## **TERMS AND CONDITIONS**

### **The Initial enquiry**

During your enquiry I will ask for contact details including a telephone number and email address to enable me to communicate and send a reminder of your appointment booked and to send any other relevant information for your initial consultation or first session.

I will also use this information to contact a person in the case of a no-show.

This information will be kept for those purposes only, until I receive further consent.

### **The initial consultation**

45 – 75 minutes

I allow up to 75 minutes for initial consultations, however they will not always take up the full 80 minutes. Initial consultations will provide the opportunity for you to discuss your requirements/symptoms/desired goals, I will gather information relevant and provide you with an understanding of how hypnotherapy can help you achieve this. As the consultation is very individual to each client it is not predictable exactly how long it will take.

Hypnotherapy works best when the client and therapist work together to achieve the goals. The initial consultation is an informal chance to assess if you feel Laura Cullingford Hypnotherapy is the right choice of therapy for you.

### **Subsequent Sessions**

The length and costs of sessions are as follows:

- Solution focused hypnotherapy (SFH) – 50 Minutes - £50 per session
- Smoking Cessation – 90 mins - 2 hours (1 session) - £150. No consultation required, however an assessment form will be sent to you following your enquiry that will enable me to assess if I feel smoking cessation hypnotherapy is appropriate for you.
- Specific Fears and Phobias – Free initial consultation and 3 x 50 – 75-minute sessions £150

### **Late attendance and Time to arrive**

If you are running late, please let me know, if it possible to do so. Due to seeing clients back to back I will be unable to run over your scheduled time, so your session will be short and still finish at the scheduled time if you are late. To get the best results please allow enough time to arrive to your session on time.

There is no need to arrive more than 5 minutes earlier than your scheduled session time as another client will be in their session. If you do arrive more than 5 minutes prior to your session, please wait outside or in a waiting area if available and do not disturb the session - Thank you.

**How and when payments can be made:**

Payments can be made by card, cash or bank transfer.

Sessions require payment at least 7 days in advance. You have no obligation to continue with hypnotherapy when you attend a consultation, however if you wish to proceed then a payment for your first session will be taken at your initial consultation. This will put you one payment in advance throughout your course of sessions with Laura Cullingford Hypnotherapy.

Payments will be taken at the end of each session for the next session in advance.

**Cancellation and Rescheduling policy:**

Cancellations:

Cancellations require at least 7 days' notice to receive a full refund. Cancellations made less than 7 days in advance will be charged at full rate.

Rescheduling:

Over 48 hours' notice – No cost. Your payment will be carried over to your next session.

24-48 hours' Notice - ½ cost of session fee. (The extra cost will need to be made at or prior to your next session. E.g. Your next session of SFH will be £75 to cover the missed session and keep you one payment in advance.)

Less than 24 hours – Full cost of session fee. (The extra cost will need to be made at or prior to your next session. E.g. Your next session of SFH will be £75 to cover the missed session and keep you one payment in advance.)

The policy is in place to protect my time, income and work schedule; however, I do understand that under some circumstances emergencies and urgencies can happen that will not allow 48 hours' notice, and one off exceptions, I will be as fair and understanding in these cases.

Childcare, late at work, traffic and minor illness are not included in emergencies. Examples of circumstances where less than 48 hours will not incur a charge are major illnesses that require medical attention and extreme weather conditions making it unsafe to travel.

**Travel and Parking**

Please allow time to travel and park.

You have full responsibility for your vehicles parked outside the premises

**MP3**

You will be provided with a free MP3 after the payment for your first session is received. The mp3 is an important, and wonderful part of the therapy. I encourage you to listen and enjoy it as much as possible, however please do not listen to the MP3 whilst driving, operating machinery or any other activity that requires your full focus.