

HappyScape

HYPNOTHERAPY

Terms of Service

This document outlines the terms under which hypnotherapy services are provided. By booking and attending appointments, you confirm that you have read, understood and agree to these terms.

1. Nature of Hypnotherapy

Hypnotherapy is a collaborative process designed to support positive change and wellbeing.

While many clients experience beneficial outcomes, results vary from person to person and cannot be guaranteed.

Hypnotherapy is a collaborative process and outcomes will depend on a variety of factors, including your commitment to the process and any recommendations agreed during our work together.

Hypnotherapy is not a substitute for medical diagnosis, treatment or advice from a qualified healthcare professional.

If you have concerns regarding your physical or mental health, you should consult your GP or another appropriately qualified healthcare professional.

You should not stop taking prescribed medication without first consulting the healthcare professional responsible for your care.

2. Client Participation

Successful hypnotherapy relies upon your active participation and commitment to the process.

You agree to:

- Provide accurate and relevant information about your circumstances.
- Inform me of any changes to your health or medication.
- Attend sessions punctually.
- Complete any agreed exercises or activities between sessions where appropriate.
- Raise any questions or concerns during the course of our work together.

Fitness to Participate

For hypnotherapy to be carried out safely and effectively, clients are expected to attend sessions in a suitable physical and mental state.

Clients must not attend sessions whilst under the influence of alcohol, non-prescribed recreational drugs, or any substance that may significantly impair their ability to participate fully in the session.

If I believe that a client is unable to participate safely or effectively due to intoxication, impairment or any other circumstance affecting their wellbeing, I reserve the right to postpone or terminate the session.

In such circumstances, the full session fee may still be payable.

Clients are encouraged to inform me of any prescribed medication or changes to their health that may affect their participation in hypnotherapy.

3. Suitability for Hypnotherapy

Hypnotherapy may not be appropriate for everyone.

I reserve the right to decline or discontinue services where:

- Hypnotherapy is not considered suitable.
- Specialist support is required.
- Continuing would fall outside my professional competence.
- There are concerns regarding safety, wellbeing or ethical practice.
- Where appropriate, alternative sources of support may be suggested.

4. Confidentiality

All information shared during sessions is treated confidentially.

Information will not be disclosed to third parties without your consent except where:

- There is a serious risk of harm to yourself.
- There is a serious risk of harm to another person.
- There are safeguarding concerns involving a child or vulnerable adult.
- Disclosure is required by law or court order.
- Disclosure is necessary for the prevention or detection of serious crime.

As part of maintaining professional standards, I may discuss aspects of my work with a qualified supervisor. Any information shared for supervision purposes will be anonymised so that you cannot be identified.

5. Privacy and Data Protection

Your personal information will be collected, stored and processed in accordance with the HappyScape Privacy Notice and applicable UK data protection legislation.

Details regarding how your information is handled can be found within our Privacy Notice.

6. Session Fees and Payment

Session fees will be confirmed prior to booking.

Payment is due at the time of booking unless otherwise agreed.

Accepted payment methods will be advised at the time of booking.

Outstanding fees must be settled before further appointments can be scheduled.

7. Cancellation and Rescheduling

If you need to cancel or rearrange an appointment, please provide at least 24 hours' notice.

Appointments cancelled with less than 24 hours' notice will normally be charged at the full session fee. Exceptions may be made at my discretion in cases of genuine emergency or exceptional circumstances.

Failure to attend an appointment without notice may result in the full session fee being charged.

8. Online Sessions

Where sessions are conducted online:

- You are responsible for ensuring you have a suitable device and internet connection.
- Sessions should take place in a private environment where you will not be disturbed.
- You must not participate whilst driving, operating machinery or undertaking any activity requiring your full attention.

HappyScape cannot be held responsible for interruptions caused by technical difficulties beyond reasonable control.

9. Recording Sessions

Sessions must not be recorded.

Where recordings are provided as part of your support programme, these are supplied for your personal use only and remain the intellectual property of HappyScape.

They must not be copied, distributed, shared or sold.

10. Contact Between Sessions

Reasonable contact between sessions may be available by email or text message for administrative matters.

Messages relating to appointments will normally be responded to during business hours.

11. Refunds

Refunds will not be provided for completed sessions.

Prepaid sessions may be refunded at the discretion of HappyScape, subject to any sessions already attended and reasonable administrative costs.

Refund requests should be made in writing.

12. Children and Young People

Clients under the age of 18 must have consent from a parent or legal guardian before sessions can commence.

Additional safeguarding procedures may apply where services are provided to children or young people.

13. Complaints

If you are dissatisfied with any aspect of the service provided, I encourage you to raise the matter with me directly so that an appropriate resolution can be sought.

As a member of the National Council for Hypnotherapy (NCH), I am also bound by their Code of Ethics and Professional Practice.

Information regarding the NCH complaints procedure is available upon request.

14. Limitation of Liability

Nothing in these Terms seeks to exclude liability where such exclusion would be unlawful.

To the fullest extent permitted by law, HappyScape shall not be liable for any indirect or consequential loss arising from participation in hypnotherapy services.

15. Changes to These Terms

These Terms of Service may be amended from time to time to reflect changes in legislation, professional standards or business practices.

The most current version will always be made available to clients.

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