

Terms and Conditions

Agreeing the Programme of NLP Coaching, EFT and/or Hypnotherapy

The great results of my NLP coaching programmes, and my hypnotherapy and EFT programmes, are due to many years of refining and development, by me and by many others including those who created NLP. I continue to study with the creators and developers of NLP and other leaders in fields of coaching and therapy, to offer you the most up to date and effective approaches.

I receive requests from potential new clients almost every day. So I provide these terms and conditions to make sure you are ready for real change, are willing to invest time and energy and are keen to be active in your own personal growth.

Please make sure you are available for the agreed dates before making the booking. When you book a session or a programme, you undertake to attend the agreed dates and times. Please arrive on time for all appointments.

If you book a programme of sessions I ask you to commit to the entire programme, e.g. if the programme involves three separate sessions you agree to attend all three sessions. Each session reinforces and builds upon the previous session.

Cancellation or change of appointment times

I ask you to commit to the agreed dates and times when you make the booking. Therefore I reserve the right to refuse refunds or rescheduling if you cancel or miss an appointment. However, I understand unforeseen circumstances can arise, so I am willing to waive this right in certain exceptional situations and at my own discretion. The following arrangements will then apply:

- 1) Cancellation by the client with more than 24 hours notice – I will offer a choice of three alternative appointments, each of which will be within six weeks of the cancelled session.*
- 2) Cancellation by the client with less than 24 hours notice, or failure of the client to arrive at the designated time – I will charge the full fees for the missed appointment and I will require advanced payment at the regular session rate to arrange an alternative appointment time.*

Mobile phones

It is important that we are undisturbed during each session. You need to switch off your mobile phone as soon as you arrive. If you think your colleagues or family members may need to reach you that day I suggest you consider, in advance, rescheduling.

Drugs and alcohol

You will enjoy the best results from NLP, EFT and/or hypnotherapy when you are able to focus with a clear and attentive mind. Substances such as alcohol and recreational drugs can interfere with focus and clarity.

- 1) Please make sure you have not consumed any recreational drugs for at least three whole days prior to each appointment.*
- 2) Please make sure you have not consumed alcohol for at least 12 hours prior to each appointment.*

If you arrive at an appointment having ignored these requests I reserve the right to terminate the session and charge the full session rate.

Mental Health

NLP and hypnotherapy are not substitutes for medical or psychiatric treatment. Please consult your physician if you are seeking a mental health diagnosis, or treatment, or before discontinuing prescribed medication for any mental health condition.

Medical history

Please inform me of any relevant medical history before commencing each session.

Please notify me if any of the following apply to you:

- 1) You have a history of mental illness.*
- 2) You have or have had a heart condition.*
- 3) You have epilepsy.*
- 4) You are currently taking prescribed medication – please stipulate.*

If you are seeing me to get help with pain control or to manage some kind of physiological discomfort, such as Irritable Bowel Syndrome, please ensure you have had a medical examination for the problem and please notify your physician of your intention to receive treatment from me.

Confidentiality

I agree to preserve your confidentiality at all times, except where to do so would put you or the community at risk of harm.

Published Materials

I agree to safeguard your anonymity when considering published material unless you have given me consent to the contrary.

Indemnity Insurance

I can confirm that I have full and adequate indemnity insurance.

Qualifications and Membership of Professional Bodies

I can confirm that I am qualified to provide NLP, hypnotherapy and EFT due to the following qualifications and professional memberships:

- 1) Diploma in Integrated Hypnotherapy*
- 2) The General Qualification in Hypnotherapy Practice*
- 3) Member of The General Hypnotherapy Register*
- 4) General Hypnotherapy Standards Council Validated Practitioner*
- 5) NLP Master Practitioner and Trainer – Licensed by The Society of NLP*
- 6) Advanced NLP Therapeutic Specialist – Licensed by The Society of NLP*
- 7) Level Two EFT Practitioner*
- 8) Member of the Association for the Advancement of Meridian Energy Therapies*

Payment options

You can pay for your programme(s) by cash, Paypal or online banking. There is an additional charge for using Paypal, published on the prices section of my website and I ask you to make the payment at least three working days before the appointment. If you would like to use online banking please ask for my bank account details, make the transfer at least three working days before the session and e-mail me as soon as you have done so.

A written receipt for your payment is available on request.