



CLINICAL HYPNOTHERAPY

Sussex Virtual Office 49 Station Rd Polegate East Sussex BN26 6EA

TERMS AND CONDITIONS

Payment

Payment will be taken a minimum of 48 hours in advance for all appointments booked (this includes full payment for packages) via the website booking system. Unpaid appointments will be cancelled 48 hours prior. Initial consultations incur a fee, this is non-transferable and non-refundable. mindAbility will endeavour to give notice where possible in terms of holidays or of any other need to cancel a future appointment.

Cancellation and missed session

If you are unable to attend your appointment, please let us know as soon as possible. We will endeavour to offer you an appointment within 7 days. The required notice for cancellation is **48 hours**. If there is less notice, or if you fail to attend your appointment, the full fee will be charged. We hope clients appreciate it is rarely possible to fill these appointments at such short notice, which is why we are obliged to charge for the Therapist's time.

Confidentiality

Confidentiality is an integral part of hypnotherapy and is essential to building the therapeutic relationship. The therapeutic process encourages the client to be as open and honest as possible. Inevitably personal experiences and sensitive information is disclosed. It is vital the client can trust that discussions will remain confidential. Information will remain confidential unless both the client and therapist agree for disclosure with a third party. The only circumstance where confidentiality will be broken would be if there was a serious risk to the client's life or if another person's life was at risk; alternatively, in the rare instance where the therapist was liable to civil or criminal court proceedings if they did not disclose client information. If possible, this would be discussed with the client beforehand to safeguard client confidentiality.

Handling of Personal Information (GDPR compliance)

mindAbility holds all records securely and ensures the utmost confidentiality in the treatment of any information held about its clients. No information will be disclosed without the client's express permission, except under certain rare legal circumstances (outlined above). mindAbility subscribes to the AfSFH code of ethics Hypnotherapists. Copy of this code is available on request. The mindAbility practice is fully insured for professional liability and maintains regular supervision.

Disclaimer

The content of the mindAbility website is intended for information only. Whilst utmost care has been taken writing the information, we cannot guarantee its usefulness or accuracy. We accept no responsibility for any decisions made and accept no liability for any loss or damage based on the information found on the website. Anyone using information offered on the website does so at their own risk and will be considered to have taken full liability and responsibility for any damage or injury arising from its use.

I understand and agree to abide by the terms outlined above (to be signed by Parent/Guardian of those under 18).

Signed:

Print name:

Date:

By signing this document, you have confirmed reading and agreeing to the policies, terms and conditions. You will be provided a copy of the Privacy policy during your initial consultation to read and is accessible on the mindability-hypnotherapy.co.uk website.