**Terms and Conditions**

1. **Cancellation Policy**

To ensure the fair use of my time and availability for ALL clients, the following cancellation policy will apply:

* 1. **24 hour notice required:** All session cancellations or reschedules must be made at least 24 hours in advance.
  2. **Late cancellations (under 24 hours):** Sessions cancelled within 24 hours of the scheduled time will be charged in full.
  3. **No Shows:** Clients who do not show up for their session without notice will also be charged in full.
  4. **Emergency exceptions:** I understand that life happens therefore genuine emergencies will be considered on a case-by-case basis.

This policy is in place to respect both your time and mine, to help maintain consistency and commitment in your progress.

1. **Privacy Policy**

2.1. We are extremely committed to protecting your privacy. We comply with the principles of the General Data Protection Regulations 2018.

2.2. Any information collected about you will be solely used for your hypnotherapy sessions and communication to facilitate those sessions.

2.3. We may from time to time send you information about our services which we deem appropriate.

2.4. The information we hold may include: Name, Age, Date of Birth, Address, Phone number, Email address.

2.5. This data will be held for 4 years, securely, after such time the records will be safely destroyed or deleted.

2.6. We will never collect sensitive information about you without your consent first. At all times, you have the right to request a copy of the information which we are holding on you. Any inaccuracies of information we will amend as soon as you make the request.

2.7. Data will only be released to third parties (e.g. the police) on request where there is a legal requirement to do so.

2.8. In order to meet Continuous Professional Development (CPD) and governing body requirements, anonymous case histories are sometimes discussed with peer-support groups and supervisors. No personal details are ever shared.

1. **Payment terms**

3.1. Payment will be taken at each appointment

3.2. Payments to be made via bank transfer or in cash. Bank details are available on request.

3.3. Advanced payment is not required but will be continually reviewed.

3.4. Invoices and receipts will be issued upon request.

1. **Consent to treatment**

4.1. At the time of the initial consultation, we will request written consent for your agreement to proceed with Nadia Day-Hypnotherapy

4.2. Implied consent will be taken for each subsequent session on the basis of you choosing to book further sessions.

4.3. For treatment of under 16’s, parental consent will be required

1. **Commitment, Standards of Behaviour and Code of Conduct**

5.1. We will treat you with respect and decency at all times. We are members of the General Hypnotherapy Register.

5.2. You in turn agree to commit to engage with the process both during the session and afterwards with any tasks that may be assigned to you.

5.3. You agree to respect the practice, which includes employees, clients and any property.

5.4. You agree not to attend sessions under the influence of alcohol or recreational drugs.

5.5. We reserve the right to refuse treatment where we believe hypnotherapy is not an appropriate therapeutic intervention.

1. **Punctuality**

6.1. If you are running late or anticipate running late for your session, please leave a message (calls are not answered whilst working with a client), or send a text to 07815699334. Whilst every effort will be made to accommodate lost time, this is not always possible and the session may have to finish at the original scheduled time or be rescheduled.