

LAURA JANE HYPNOTHERAPY

TERMS & CONDITIONS

PLEASE READ THESE TERMS & CONDITIONS CAREFULLY BEFORE YOUR APPOINTMENT.

APPOINTMENTS & PAYMENT

Sessions last approximately 60 minutes.

All sessions must be paid in full at least 48 hours in advance to secure your appointment. If payment is not received, the appointment may be cancelled and offered to another client.

CANCELLATION POLICY

A minimum of 48 hours' notice is required to cancel or reschedule an appointment. Cancellations made with less than 48 hours' notice, or missed appointments, will be charged in full.

Please ensure you receive confirmation of cancellation.

LATE ARRIVAL

If you are running late, please let me know as soon as possible.

I will always do my best to provide a full session, however this cannot be guaranteed depending on subsequent appointments. The full session fee remains payable.

EXCEPTIONAL CIRCUMSTANCES

In exceptional circumstances outside your control, a refund or reschedule may be offered at my discretion.

This will usually be limited to the first occurrence.

ATTENDING SESSIONS

You agree to attend sessions in a suitable state to engage fully.

If you attend under the influence of alcohol or non-prescribed drugs, or behave in a way that is unsafe or inappropriate, I reserve the right to end the session and refuse future sessions.

COMMITMENT TO THE PROCESS

Hypnotherapy is a collaborative process. You agree to engage fully in sessions and complete any agreed exercises or listening where appropriate.

Results vary from person to person and cannot be guaranteed.

LAURA JANE HYPNOTHERAPY

TERMS & CONDITIONS

SCOPE OF PRACTICE

Laura Jane Hypnotherapy provides Solution Focused Hypnotherapy and is not a medical or psychiatric service.

This service does not replace medical advice, diagnosis, or treatment.

You should continue any prescribed treatment and consult your GP where appropriate.

CONFIDENTIALITY

Everything you share will be treated with the strictest confidence.

However, confidentiality may be broken where there is a legal or ethical obligation, including:

- Risk of harm to yourself or others
- Safeguarding concerns
- Legal requirements or public interest.

SUPERVISION

As part of best practice and professional standards, I attend regular clinical supervision.

Any information discussed is fully anonymised to protect your identity.

DATA PROTECTION (UK GDPR)

Laura Jane Hypnotherapy is the Data Controller of your personal data.

Your data is processed in accordance with UK GDPR under:

- Legitimate Interests (to provide safe and effective therapy)
- Consent (for communication where required)

Your data will be:

- Stored securely
- Retained only as long as necessary (**typically up to 7-8 years in line with insurance and professional requirements**)

You have the right to:

- Access your data
- Request correction or deletion
- Withdraw consent where applicable

For full details, please refer to the Privacy Policy.

LAURA JANE HYPNOTHERAPY

TERMS & CONDITIONS

DATA PROTECTION COMPLAINTS

If you have any concerns about how your personal data has been used, you are encouraged to raise this directly with me in the first instance.

I will acknowledge your complaint within 30 days and respond without undue delay.

If you are not satisfied with the outcome, you have the right to escalate your complaint to the Information Commissioner's Office (ICO):

<https://ico.org.uk>

EMERGENCY SUPPORT

This service is not suitable for crisis or emergency situations.

If you are in immediate distress, please contact:

- Your GP
- NHS 111
- Emergency services (999)

AGREEMENT & CONSENT

By booking and attending sessions, you confirm that:

- You have read and understood these Terms & Conditions
- You agree to the policies outlined above
- You consent to treatment