

Clarendon House Hypnotherapy

Terms & Conditions

Please read these Terms & Conditions carefully before booking an appointment. By booking and/or attending an appointment, the client confirms that these Terms & Conditions have been read, understood and accepted.

1. Nature of Hypnotherapy

Hypnotherapy is a complementary therapeutic approach intended to support clients in working towards their personal goals and desired changes.

Hypnotherapy is not a substitute for medical treatment, diagnosis, psychiatric care, psychological treatment, counselling, or any other professional healthcare service where such care is required.

No representation, warranty or guarantee is made that hypnotherapy will achieve any particular result or outcome.

Individual results will vary from person to person and may be affected by a number of factors, including but not limited to the client's circumstances, motivation, engagement, expectations, lifestyle, personal situation and factors outside the control of the hypnotherapist.

Clarendon House Hypnotherapy does not guarantee a successful outcome, a particular result, or a specific timeframe for achieving any desired change.

2. Medical and Professional Care

Hypnotherapy should not be used as a replacement for medical advice, diagnosis or treatment.

If the client has a medical or psychological condition, is receiving medical treatment, is taking prescribed medication, or has been advised to seek professional healthcare, the client remains responsible for obtaining and following appropriate professional advice.

If the client is currently receiving counselling, psychotherapy, psychological treatment, medical treatment, psychiatric care or any other form of therapy, the client must inform the hypnotherapist before the first session and throughout treatment where relevant.

It is the client's responsibility to inform any other healthcare or therapy practitioners that the client is undertaking hypnotherapy where appropriate or where this may be relevant to their care.

The hypnotherapist may, where appropriate, recommend that the client seeks advice from their GP, consultant, therapist or another suitably qualified professional before or during hypnotherapy.

Hypnotherapy is not an emergency service. If the client is experiencing a medical or mental health emergency, the appropriate emergency or healthcare service should be contacted.

3. Age and Consent

By booking an appointment, the client confirms that:

- The client is 18 years of age or over; or
- The client is the parent or legal guardian of a person under the age of 18 and is authorised to provide consent for that person's participation in hypnotherapy.

For clients under 18, parental or legal guardian consent will be required, and additional safeguarding requirements may apply.

Clarendon House Hypnotherapy reserves the right to refuse or discontinue a session where appropriate consent has not been obtained.

4. Booking and Payment

All sessions must be paid for in advance.

An appointment is considered confirmed once payment has been received, unless otherwise agreed in writing.

By making payment and booking an appointment, the client agrees to these Terms & Conditions.

5. Cancellation and Rescheduling

Appointments may be cancelled, rescheduled or refunded in full provided at least 24 hours' notice is given before the scheduled appointment time.

Appointments cancelled or rescheduled with less than 24 hours' notice will be charged at the full session fee.

Failure to attend an appointment without providing the required notice will be treated as a late cancellation and the full session fee will remain payable.

Where an appointment has been paid for in advance and is cancelled with at least 24 hours' notice, the client may request either:

- a full refund; or
- rescheduling to another mutually agreed appointment.

6. Late Arrival

If the client arrives late for an appointment, the session may still need to finish at the originally scheduled time.

Where possible, the hypnotherapist may accommodate a late arrival, but the session will not necessarily be extended and the full appointment fee will remain payable.

7. Alcohol, Drugs and Intoxication

For the safety and wellbeing of both the client and hypnotherapist, the client must not attend an appointment under the influence of alcohol, recreational drugs or any other substance that may impair judgement, awareness or the ability to participate safely.

If the hypnotherapist reasonably believes that a client is under the influence or is otherwise not in a suitable condition to participate safely, the session will be cancelled immediately.

The full session fee will remain payable and no refund will be provided.

The hypnotherapist reserves the right to refuse to commence or continue a session where there are concerns about the client's ability to participate safely.

8. Suitability and Disclosure of Information

The client is responsible for providing accurate and relevant information about their circumstances, health, medication, current treatment and any other information that may reasonably affect their suitability for hypnotherapy.

The client must inform the hypnotherapist of any significant change in circumstances, health, medication, diagnosis, treatment or other relevant information before or during the course of hypnotherapy.

The client must not withhold information that they reasonably believe may be relevant to their suitability for hypnotherapy.

The hypnotherapist reserves the right to decline, postpone, suspend or discontinue hypnotherapy where, in their reasonable professional judgement, the client may not be suitable for treatment or where additional professional or medical advice is considered appropriate.

Where appropriate, the client may be advised to consult their GP, consultant, therapist or another suitably qualified healthcare professional before hypnotherapy can commence or continue.

Providing information to the hypnotherapist does not remove the client's responsibility for seeking appropriate medical or professional advice.

9. Client Responsibility and Participation

The client understands that hypnotherapy requires their active participation and cooperation.

The client remains responsible for their own decisions, actions and behaviour before, during and after hypnotherapy sessions.

The client should only agree to suggestions or exercises during a session that they feel comfortable with. The client may communicate with the hypnotherapist at any time if they feel uncomfortable, distressed or wish to stop or modify an exercise.

The client understands that they may end a hypnotherapy session at any time.

The hypnotherapist will not intentionally require a client to disclose information that they do not wish to disclose, although clients are encouraged to communicate openly where doing so may assist the therapeutic process.

10. Guarantee of Results

Hypnotherapy is an individual and subjective experience, and no particular outcome can be guaranteed.

The client acknowledges that any progress or change may depend upon factors including, but not limited to, the client's motivation, participation, circumstances, expectations, willingness to engage with agreed techniques and activities, and factors outside the hypnotherapist's control.

Any discussion of potential benefits, likely outcomes, examples of previous client experiences or estimated timescales is provided for general information only and does not constitute a guarantee or promise of a particular result.

11. Confidentiality

Information shared by the client during hypnotherapy sessions will be treated as confidential, subject to applicable law and the limitations described in these Terms & Conditions and the practitioner's [Privacy Notice](#).

Confidentiality may be limited where disclosure is required by law, where there is a serious and reasonable concern regarding the safety or wellbeing of the client or another person, or where disclosure is otherwise permitted or required by applicable professional, safeguarding or legal requirements.

The hypnotherapist may also need to share relevant information with another healthcare or professional practitioner where the client has provided appropriate consent or where disclosure is otherwise lawful and necessary.

12. Personal Data and Privacy

Personal information provided by the client will be collected, stored and processed in accordance with applicable UK data protection legislation and the Clarendon House Hypnotherapy [Privacy Notice](#).

The Privacy Notice explains how personal information is collected, used, stored, retained and protected, and sets out the client's rights in relation to their personal data.

The client should read the Privacy Notice before commencing hypnotherapy.

13. Online and Remote Sessions

Where hypnotherapy is provided remotely, the client is responsible for ensuring that they are in a suitable, private and safe environment for the duration of the session.

The client should ensure that they have a reliable internet connection and suitable equipment and that they will not be interrupted or required to carry out activities that could compromise their safety or concentration.

The client must not participate in a remote hypnotherapy session while driving, operating machinery or undertaking any activity where reduced attention or relaxation could create a risk of harm.

If technical difficulties prevent a session from being conducted safely or effectively, the hypnotherapist may pause, rearrange or terminate the session.

14. Physical Safety

The client must inform the hypnotherapist of any physical condition, mobility issue or other circumstance that may affect their ability to participate safely in any exercise or activity associated with a session.

The client should follow reasonable safety instructions given during the session.

15. Professional Boundaries and Behaviour

The relationship between the client and hypnotherapist is a professional therapeutic relationship.

The client is expected to behave respectfully and appropriately towards the hypnotherapist at all times.

Clarendon House Hypnotherapy reserves the right to terminate a session or decline future appointments where a client's behaviour is abusive, threatening, intimidating, discriminatory, sexually inappropriate or otherwise unacceptable.

In such circumstances, the session fee may remain payable and no refund may be provided.

16. Recording of Sessions

Clients must not audio-record, video-record, photograph or otherwise record a hypnotherapy session without obtaining the hypnotherapist's prior consent.

17. Intellectual Property and Materials

Any recordings, scripts, written materials, exercises, information sheets or other resources provided by Clarendon House Hypnotherapy are provided for the client's personal use unless otherwise agreed in writing.

Such materials must not be reproduced, distributed, published, commercially exploited or provided to third parties without prior written permission.

18. Right to Refuse or Terminate Treatment

Clarendon House Hypnotherapy reserves the right to refuse, postpone or terminate an appointment or course of hypnotherapy where it is considered reasonably necessary for the safety, wellbeing or best interests of the client or hypnotherapist.

This may include circumstances where:

- the client is under the influence of alcohol or drugs;
- the client is not medically or psychologically suitable for hypnotherapy;
- relevant information has not been disclosed;
- the client requires care outside the scope of hypnotherapy;
- appropriate consent has not been obtained;
- the client behaves in an abusive, threatening or inappropriate manner; or
- continuing the session may create a risk to the client, hypnotherapist or another person.

Where appropriate, the client may be advised to seek support from another suitably qualified professional.

19. Limitation of Responsibility

Hypnotherapy is provided as a complementary therapeutic service and within the scope of the hypnotherapist's training and professional competence.

Subject to the above, the client acknowledges that the hypnotherapist cannot be responsible for outcomes arising from circumstances outside the hypnotherapist's reasonable control, including the client's decisions, actions, circumstances, failure to disclose relevant information, failure to follow appropriate professional or medical advice, or factors unrelated to the hypnotherapy provided.

20. Complaints

Clarendon House Hypnotherapy aims to provide a professional, respectful and supportive service.

If a client has a concern or complaint about any aspect of their treatment or experience, they are encouraged to raise the matter with the hypnotherapist as soon as reasonably practicable so that the concern can be considered and, where possible, resolved.

Complaints should be made in writing, either by email or hard copy, and should provide sufficient information to allow the matter to be properly considered.

21. Changes to These Terms & Conditions

Clarendon House Hypnotherapy reserves the right to update or amend these Terms & Conditions from time to time.

The Terms & Conditions applicable to a booking will normally be those in effect at the time the appointment is confirmed, unless otherwise required by law or agreed with the client.

Where material changes are made, clients with future appointments may be notified where appropriate.

23. Acceptance of Terms

By booking, paying for or attending an appointment with Clarendon House Hypnotherapy, the client confirms that they have had an opportunity to read these Terms & Conditions, understand them and agree to be bound by them.

If the client does not agree to these Terms & Conditions, they should not book or attend an appointment.

Clarendon House Hypnotherapy
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