

# Booking Terms and Conditions

## 1. Booking and Payment

1.1 **Discovery Calls:** A free 20-minute discovery call is available for new clients. This must be booked in advance.

1.2 **Session Fees:** Full payment for individual sessions must be made at the time of booking to secure your appointment.

1.3 **Packages:** For session packages, a 50% deposit is required at the time of booking. The balance must be paid before the second session.

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## 2. Cancellations and Rescheduling

2.1 **Notice Period:** If you need to cancel or reschedule your session, please provide at least **24 hours' notice**.

2.2 **Late Cancellations:** Cancellations made with less than 24 hours' notice will result in the full session fee being charged or the session being deducted from your package.

2.3 **Missed Appointments:** No-shows or missed appointments will not be refunded or rescheduled without full payment.

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## 3. Refunds and Transfers

3.1 **Refund Policy:** Payments for completed sessions or partially used packages are non-refundable.

3.2 **Package Transfers:** If you cannot complete a package for personal reasons, remaining sessions may be transferred to a friend or family member with prior approval.

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## 4. Online Sessions

4.1 **Technology Requirements:** Online sessions are conducted via Zoom. Clients are responsible for ensuring a stable internet connection and a quiet, private environment.

4.2 **Technical Issues:** If the session is interrupted due to technical issues, it will be rescheduled at no additional cost.

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## 5. Confidentiality

5.1 **Privacy Policy:** All sessions are strictly confidential and will not be discussed with anyone, except as authorised by the client or as required by law.

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## 6. Code of Conduct

6.1 **Punctuality:** Please arrive on time for your session. Late arrivals may result in a reduced session duration.

6.2 **Session Environment:** For both in-person and online sessions, clients are expected to ensure a quiet, disturbance-free environment.

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## 7. Health and Wellbeing

7.1 **Age Restrictions:** I only work with clients aged 16 and older. Clients aged 18 or under must have consent from a parent or guardian.

7.2 **Disclosure of Conditions:** Clients must disclose all mental health conditions they are currently or have previously been treated for.

7.3 **Exclusion Criteria:** I cannot provide treatment for individuals who are:

- Suicidal

- Diagnosed with bipolar disorder, schizophrenia, psychotic episodes, or epilepsy
- Taking anti-psychotic medications

**7.4 Medical Treatment:** Hypnotherapy and NLP do not replace treatment by medical professionals, psychiatrists, psychologists, or counsellors.

**7.5 Medical Permission:** If you are currently being treated by a medical professional for the issue you are presenting with, you may need to provide a letter from your doctor, psychiatrist, or psychologist stating they approve of you working with me.

**7.6 Commitment:** The degree to which you participate in these processes will affect the outcome. By booking a session, you are committing to doing the work necessary to achieve the desired change.

**7.7 Results Disclaimer:** Everyone responds differently to hypnotherapy and NLP. While every effort is made to support you, results may vary and are not guaranteed.

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## 8. Legal Disclaimer

- **Limitation of Liability:** Your Hypnotherapy is committed to providing high-quality services. However, any decisions made or actions taken based on the results of these sessions are the responsibility of the client. The therapist is not liable for any indirect, incidental, or consequential damages.
- **No Guarantees:** Hypnotherapy and NLP are not a substitute for professional medical or psychiatric care. While these therapies can be highly beneficial for many, individual results cannot be guaranteed.

## 9. Contact Information

- Email: [sean@yourhypnotherapy.com.au](mailto:sean@yourhypnotherapy.com.au)
- Phone: 0416 023 038

- Office Address: 36 Riveroak Way, Sippy Downs, QLD, 4556

For any queries or concerns, please feel free to reach out to me directly via email or phone. I'm here to assist you!

## **10. Changes to Terms and Conditions**

These terms and conditions are subject to change. Clients will be notified of any updates before their next appointment.