



## Terms & Conditions

Please read these terms and conditions which apply to the provision of hypnosis, hypnotherapy and stress management consultations in the hypnotherapy practice, during home visits, any online therapy, and with the use of my website. They are designed to protect your interests as a client. By making an appointment, you are agreeing to the following terms and conditions. If you are unable or unwilling to agree to these terms and conditions, then you should not book an appointment, continue with your course of therapy or browse my website. Please notify Lesley Bamforth of this situation.

**Therapy Consultations and Fees** Each consultation lasts for approximately one hour and the fee per session is as stated on my website. [www.helpinghandshypnotherapy.com](http://www.helpinghandshypnotherapy.com) Some concessionary rates can be offered. Please contact Lesley Bamforth for further details.

**Written treatment reports** A request for a written report of the treatment given during a course of therapy can be given on completion. There is an additional administration cost for this service. Please contact Lesley Bamforth for further details. The report does not in any way replace a report given by a general practitioner.

**Medical Conditions** A medical questionnaire is conducted at the start of the first consultation to establish any contra-indications to treatment. It is also used to assess whether your health is affecting (or being affected by) the therapeutic goals you wish to achieve. Please update Lesley Bamforth of any medical changes during your course of therapy, or if you are returning to therapy after a period of absence.

**Payment** A payment (£10) for the first consultation is required after any initial enquiries and a provisional appointment has been given. A payment by cash or bank transfer can be made. The appointment will then be confirmed. Bank details are as follows:

Name: Lesley Bamforth                      Sort code:09-01-29                      Account number: 81226425

A payment is required to confirm each follow-up consultation with the balance payable in cash or by bank transfer at the end of the consultation. A full advance payment will be accepted for a consultation.

**Cancellation** If you wish to change, postpone or cancel an appointment, 24 hours notice must be given, or 100% cost of the full session is payable. Please contact Lesley Bamforth to make your cancellation. This minimum period of cancellation allows Lesley Bamforth the opportunity to offer the cancelled session to another client.

If you wish to discontinue your course of therapy, you do not have to give a reason. There can be external circumstances that make attendance difficult, but it is helpful if you can discuss these changes so that when you wish to resume therapy, these changes can be taken into account.

email: [lesley@helpinghandshypnotherapy.com](mailto:lesley@helpinghandshypnotherapy.com)

telephone or message: 07833 338211

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Last amendment date: 6<sup>th</sup> June 2023



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Following your last appointment, your rights of confidentiality are permanent. Client records are destroyed after 8 years. See Privacy Policy for more details.

**Refund of unused deposits, full payment fees & “gift payments”** Any deposits, full payment fees or gift payments (treatment fees paid for another person) expire 12 months after the date of payment. Please ensure that the fees are used for treatment within this period.

Refund requests should be made by email within the 3-month period following payment to [lesley@helpinghandshypnotherapy.com](mailto:lesley@helpinghandshypnotherapy.com)

Treatment fees paid by bank transfer or in cash can be refunded without a transaction fee. Please submit a refund request by email including your bank transfer details within 3 months to [lesley@helpinghandshypnotherapy.com](mailto:lesley@helpinghandshypnotherapy.com).

**Punctuality** If you are running late or anticipate running late for your appointment, please leave a message (calls are not answered whilst working with a client) or send a text Lesley Bamforth will pick up this message when next available. Whilst Lesley Bamforth will aim to accommodate “lost time”, please understand that the booking schedule may not always make this possible. The session may have to finish at the original finishing time.

**Confidentiality** Any information collected from you as a client or potential client, including your contact details will be held in the strictest confidence. Your privacy will be respected. The details that you disclose are used solely for the purpose of providing you, the client, with the highest levels of service. No information will be passed on to any external parties without your express permission. Where express permission is given to share information with an external party, Lesley Bamforth will only supply client-approved information that Lesley Bamforth believes is in the best interests of the client.

If it is necessary for Lesley Bamforth to contact you, she will use your preferred method e.g. mobile phone, email. If she needs to contact you at home or at work to change an appointment, she will leave her name, number and state that the nature of her call is personal. If there is an emergency and Lesley Bamforth needs to cancel the appointment at short notice, she will state this in his message. During your treatment period, please ensure that she has your up-to-date contact details. Please discuss these terms with Lesley Bamforth if these arrangements are unsuitable.

Exceptional circumstances of confidentiality include where there is a criminal or civil court case where a court order has demanded disclosure, and where there is good cause to believe that failing to disclose information would cause danger or harm to the client or others. Child Protection Issues falls into this category.

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A full copy of The Association for Solution Focused Hypnotherapy's (AfSFH) Code of Practice is readily available upon request. This generally complies with that of the CNHC, a Department of Health supported Register. I am a registered member of the AfSFH & the National Council for Hypnotherapy (NCH).

**Confidentiality and Continuous Professional Development (CPD)** The sharing of anonymous case histories is sometimes made to supervisors and peer-support groups as part of CPD requirements. No personal details are ever used during these meetings.

**Standards of behaviour** During the course of any therapy, Lesley Bamforth will treat you with respect and not abuse the trust that you put in her. In return, you will undertake to not harm yourself. You will respect any person at the therapy practice, including her and her property. You agree to come to the sessions not under the influence of alcohol or recreational drugs, except those prescribed by your doctor. If any conduct that contravenes these standards of behaviour, she reserves the right to cancel the session and any further therapy sessions.

A well-motivated client is very likely to achieve realistic goals. However, it is unethical to guarantee a cure. The control of thoughts, beliefs, emotions and behaviours always reside within the client. No patient is "made" to do anything against their will using hypnosis. Lesley Bamforth guarantees to apply her training, expertise and experience to your issues with the aim of achieving agreed goals in as reasonable time as possible. Estimates of the number of sessions required to treat a condition given at the enquiry stage or during the first consultation, are given on the basis of the information presented at that time. Estimates are also made on the basis of treatment being given to previous patients with differing case histories. Hence each patient and the causes of their condition are unique. Estimates are only rough guidelines and are subject to change.

**Disclaimer** This information is not intended to replace a consultation with your GP or other health care professional. The information should not be considered as medical advice. If you have any doubts or concerns about your health, you should seek advice from a medical doctor. Solution Focused Hypnotherapy is a very effective modern brain-based therapy, combining solution focused psychotherapy and hypnosis. As with all hypnotherapy and hypnosis treatments offered, full client commitment is important, results may vary.

**Treatment Consent** The therapist has fully explained the procedures and treatment. I understand that I will need to listen to the relaxation Download and to consider the content of the sessions in order to enhance the success of the treatment. Although my 'belief' in my ability to change is not so important, I do understand the treatment's success is linked to my 'wanting' to change and therefore my commitment & collaboration in the sessions. I accept the fee payable and note the 24 hours' notice of cancellation of appointment that is required. Respect for the client and therapist will be

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constantly maintained. Clients who book an appointment after receiving this agreement agree to be bound by the terms, even if a signed copy is not returned to the therapist.

I have read the agreement above and accept hypnotherapy treatment on those terms.

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