



Terms and Conditions

These Terms and Conditions are applicable for both Therapy and Coaching clients.

These Terms and Conditions have been written to ensure that clients I work with, are willing to demonstrate respect for my time and extend this to other adults and children who are waiting for appointments. Additionally, by demonstrating respect for others in session before or after yourself, and arriving at the agreed start time, the Practice can continue to maintain fees at this level and provide parking on the drive for the client in session.

This is a busy and established Practice with a waiting list of clients. Many of these are in distress and urgently need help. It is therefore vital that respect for each other's time is demonstrated.

Kindly sign and date at the bottom of this document, when you have **read and understood** these terms and conditions and **agree** to work within them. If there is anything you are unclear about, please do ask before signing to demonstrate consent.

This document supersedes any other electronic or paper copy of the Terms and Conditions of business for either The Hitchin Hypnotherapy Practice or Kelsey Coaching.

Please ensure you read each statement and **only sign** after they have been read and understood as these **Terms are non-negotiable**. Regardless of the reasons, if you cannot attend your booked session and have not provided adequate notice (2 days) to cancel or reschedule, thereby allowing another client to be accommodated in your place, you will automatically be expected to make payment in full for the session you cannot attend. If this is not made, no further sessions will be provided.

Return of this document, signed and dated, will evidence your agreement to these Terms and Conditions.

Fees:

1. My time is charged at **£60.00 p.h.** and your fee includes provision of personalised Clinical Hypnotherapy recordings so that you can continue to receive therapy in between attended sessions.
2. **Quit Smoking sessions are charged at £120.00.** This includes initial discussion about your smoking habit over the telephone, Quit Smoking questionnaire, and 1.5-hour face to face therapy session incorporating Motivational Interview, Cognitive Behavioural Hypnotherapy, Aversion Therapy, NLP and Emotional Freedom Technique (Tapping). This fee includes a personalised recording of your Quit Smoking hypnosis for ongoing support. A **minimum deposit paid by BACS of £30.00** is

required to secure the Quit Smoking therapy booking which will be non-refundable if you fail to attend. Any balance is to be paid in CASH at the session unless already paid in full by BACS.

3. If a session looks like it will exceed the arranged end time, your therapist will ask if you are willing and able to continue with the session, and will remind you that this will incur **additional payment** at the rate of £60.00 per hour.

Payment:

1. **Payment by BACS for all sessions will be made before you attend any sessions.** If you wish to pay for your sessions using cash or cheque, this must be paid during the session and in full.
SORT CODE: 30-99-88 ACCOUNT NUMBER: 00578385. MRS KAREN L KELSEY.
2. If you pay in advance for a treatment plan or individual session, and subsequently decide you do not wish to attend for therapy, you will **not** be entitled to a refund.
3. If you require a receipt or an invoice for insurance purposes, please request this at your initial History Taking and Assessment session.

Cancellation and Rescheduling of Sessions:

4. 2 days' notice to cancel or reschedule your session is required. If less than 48 hours' notice is provided of the need to cancel or reschedule, **you will be required to pay in full for the planned session** as there will be no opportunity for me to offer the session to another client at such short notice.
5. If you forget about your appointment, diarise it incorrectly, or cannot make it at the last minute, you will be required to pay in full for the planned session, for the reason stated in 4. above.
6. Failure to pay for cancelled or rescheduled sessions with less than 2 days' notice, will mean that unfortunately no further sessions will be arranged for you.

Commitment:

7. I am fully committed to working with my therapist / coach in a respectful, open and honest way to achieve my wellness outcomes.
8. I will carry out tasks as agreed between sessions to aid my progress.
9. I give permission for my GP and Psychiatrist to be contacted regarding my therapy plan (if relevant) and will provide his/her contact details on my Registration Form.
10. I will attend my sessions on time, mindful of other clients before and after me, and their need for quiet, confidentiality and to be able to exit Little Lane in their vehicle. I will be prepared to start

and finish on time, in accordance with the session times scheduled, unless mutual agreement has been reached to continue.

I have read and understood the above Terms and Conditions

Name in Full (Capitals):Date:

Signature Client:Signature Therapist/Coach:

Other Important Information:

The Practice building has blue shutters and can be found at the top left-hand side of Little Lane.

The Practice address is: ***Poppyfields, Little Lane, Pirton, Hitchin, SG5 3QR***

THERE IS NO WAITING AREA and room for **one client vehicle** on the driveway at any time. As the lane is narrow, it is requested that you wait at the bottom of the lane until your appointment time, to avoid disturbing other clients who may be in session and to allow them to leave via the lane unobstructed.

THERE IS A SMALL DOG AT THE PRACTICE who you may meet when arriving and leaving; if you have any issues about having contact with the dog, please let your therapist know in advance. With prior agreement, the dog may be used in therapy for children who find an animal’s presence relaxing. It’s important you are as comfortable and relaxed as possible during your visit so please let me know about your specific needs.

Registered with the following professional bodies:



The National Register of
Psychotherapists & Counsellors



Association of Professional
Hypnosis and Psychotherapy



ACCREDITED BY THE
ASSOCIATION FOR
NEURO LINGUISTIC
PROGRAMMING
• Ethics
• Integrity
• Professionalism
• Standards



Complementary & Natural
Healthcare Council

All clients please note that I hold and process personal data for customer service, legal requirements, and accounting, in connection with my own business activity only.