

Real You Hypnotherapy

Terms of service

These Terms & Conditions are intended to ensure that sessions are clear, fair and comfortable for both you and me. By booking an appointment with Real You Hypnotherapy, you agree to the following terms and conditions.

Treatment Outcomes

Solution-focused hypnotherapy can bring clients real and positive results. It is a gentle, complementary therapy and is never intended to replace medical advice, diagnosis or treatment.

As hypnotherapy can help to reduce stress, some clients may notice that certain symptoms associated with other conditions improve as their sessions progress. While this can be a positive outcome, hypnotherapy should always be viewed as complementary to any medical support or treatment that you may require.

You should never stop taking any prescribed medications without seeking medical advice.

Hypnotherapy is a collaborative process. My role as your therapist is to facilitate the process and provide you with appropriate tools and techniques to help you work towards the changes you want to make. I will not tell you what you should be doing or seek to direct your personal decisions.

For hypnotherapy to be most effective, a degree of openness, willingness and commitment is required. This includes engaging with sessions and making use of the tools and techniques provided between sessions where appropriate.

Everyone is an individual, and each person's experience of hypnotherapy will be different. Results and progress will vary from person to person, and there can be no guarantee of specific outcomes

Assessing Suitability for Therapy

There may be rare occasions when I feel that hypnotherapy may not be the correct treatment for you at the current time. Some reasons for this could be

- A more specialist approach is needed.
- It is outside of my professional competence
- There is a condition reported for which hypnotherapy is not a suitable therapy
- Safeguarding concerns
- You do not feel ready to engage and therefore will not get the best from therapy sessions. This may change in time, and I am always just a phone call away.

I will always try to support you in seeking out an alternative form of therapy or support. I can offer signposting and if you should require I can speak with your GP practice with your consent.

I reserve the right to decline or discontinue sessions where I believe this is necessary for professional, therapeutic, safety or safeguarding reasons.

The Therapeutic Relationship.

I want you to get the most from your sessions, and I will support you throughout your therapeutic journey. Your active participation is also important, and sessions work best when you feel able to communicate openly about how things are going for you.

There are a few things to be aware of before attending your sessions:

- **Alcohol and Non-Prescription Drugs:** Please do not attend a session under the influence of alcohol or non-prescription drugs. If you attend a session while intoxicated or otherwise unable to participate safely, I will be unable to proceed with the session. The session may be treated as a late cancellation, and the session fee may still be payable.

- **Arriving on Time:** Please arrive on time for your appointment. I may have appointments scheduled immediately before or after yours, so if you arrive late, your session will still need to finish at the originally agreed time. This may mean that your session is shortened and, where necessary, the hypnotic trance or relaxation element may need to be reduced.
- **Medication:** If you have recently been prescribed new medication and you feel that it may affect your ability to participate safely or fully in a session, please let me know before your appointment so that we can discuss the best way forward.

Confidentiality.

I will treat the information you share with me with the utmost care and confidentiality.

There are limited circumstances in which confidentiality may need to be broken, including where I am legally required to disclose information or where I have serious concerns that you or another person may be at significant risk of harm. Where appropriate and possible, I will endeavour to discuss this with you first.

As part of maintaining my professional standards and supporting safe and effective practice, I may discuss aspects of my work with a suitably qualified professional supervisor. Any such discussion will be anonymised, and I will not disclose identifying personal information unnecessarily.

Data Protection and Your Privacy

I take the protection of your personal information seriously.

Your personal data will be collected, stored and processed in accordance with applicable UK data-protection legislation, including the UK General Data Protection Regulation (UK GDPR) and the Data Protection Act 2018, where applicable.

I am registered with the Information Commissioner's Office (ICO).

Full details of how your personal information is collected, used, stored and protected are provided in my Privacy Notice, which is available on my website.

Other Aspects of Confidentiality

Client Reviews and Feedback:

From time to time, I may invite you to provide feedback or a review of your experience. Any feedback you provide will be treated confidentially unless you give me permission to use it publicly.

If you agree for your feedback or review to be shared on my website, social media or other promotional materials, I will ask you to provide written consent.

You can choose whether your review is:

- Completely anonymous.
- Shared using your first name or another identifying detail.
- Shared with your full name.
- This will be entirely your choice, and I will only use your review publicly with your consent.

Seeing Each Other in Public:

If we happen to see each other out and about in the community, I will not approach you or assume that you wish to acknowledge me.

This is simply to protect your privacy and confidentiality. I would never want to inadvertently disclose to another person that you are a client or that you have attended hypnotherapy.

If you see me and would like to say hello, please feel free to do so. I will be very happy to say hello, but I will not discuss your sessions or any aspect of our therapeutic relationship in public.

Contact in between sessions

I will always endeavour to return calls and emails as soon as reasonably possible during my stated business hours.

If you contact me about something urgent, please make this clear and I will do what I reasonably can to respond as soon as possible.

Please be mindful that I am often working with clients and may not be able to respond immediately. Contact between sessions should generally be kept to matters relating to appointments or other necessary communication.

If you need to cancel or rearrange an appointment, please let me know as soon as possible.

Questions or matters relating to your therapeutic work are usually best discussed during your scheduled session, where there is appropriate time and space to explore them properly.

Hypnotherapy is not an emergency or crisis service. If you require urgent medical or mental-health support, please contact the appropriate emergency or healthcare service rather than relying on contact with Real You Hypnotherapy. If you are in immediate danger or crisis, call 999.

Session payments.

Payment is required 48 hours prior to your appointment.

Payments can be made at time of booking if this is easier.

Payment can be taken by

- Cash
- Card machine payment (When available)
- Bank Transfer

Refunds.

I understand that circumstances can change, and I will always try to be reasonable where possible.

Where an appointment is cancelled with less than 48 hours' notice, the session fee may remain payable. Exceptions may be made in genuine or exceptional circumstances at my discretion.

Refunds will generally not be provided for:

- Sessions that have already been completed.
- Sessions that are shortened because a client arrives late.
- Appointments cancelled with less than 48 hours' notice, except where I agree that exceptional circumstances apply.
- Sessions that cannot proceed because a client attends under the influence of alcohol or non-prescription drugs.
- Sessions that are missed without contact or prior notice.
- Block bookings, subject to any rights you may have under applicable consumer law.

Any block booking must be completed within six months of the date of the first session, unless otherwise agreed.

Nothing in these Terms & Conditions is intended to remove or restrict any statutory rights you may have as a consumer.

Sessions Held Online

Online sessions are available subject to availability.

If you choose to have your session online, you are responsible for ensuring that you have a suitable environment in which to participate safely and without interruption.

Please ensure that:

- You have a suitable, private space where you will not be disturbed.
- You have a reliable internet connection.
- You are ready to begin at the agreed appointment time.
- You have anything you may need during the session, such as water, a blanket or anything else that will help you remain comfortable.
- You are not attempting to work, drive, cook or carry out any other activity while participating in the session.

Your session requires your full attention. Attempting to multitask may reduce the effectiveness of the session and, depending on the activity, could be unsafe.

If you become deeply relaxed or fall asleep during an online session, please ensure beforehand that your environment is safe. For example, please do not have candles, cooking appliances or other potential hazards in use.

At the end of the session, I will normally bring you back to full awareness and check that you are ready to finish. If your session is taking place in the evening and you would prefer to remain relaxed and go to sleep afterwards, please let me know at the beginning of the session so that we can agree an appropriate approach.

Children and Young People

Clients under the age of 18 must have the consent of a parent or legal guardian before hypnotherapy sessions can take place.

Additional arrangements may apply for children and young people depending on their age, circumstances and individual needs.

I reserve the right to determine whether I can work with a child or young person based on my professional competence, safeguarding responsibilities and the individual's circumstances.

Recording of Sessions

Clients must not audio-record, video-record, photograph or otherwise record any part of a session without my prior written permission.

This applies to both face-to-face and online sessions.

My Hypnotic Relaxation Recording

During your initial consultation, you may be provided with a hypnotic relaxation recording produced by me to support the therapeutic work we undertake together.

This recording is provided at no additional cost and is intended to support you between sessions.

The recording remains my intellectual property and copyright. You are granted permission to use the recording for your own personal use only.

You must not:

- Share the recording with another person.
- Copy or distribute the recording.
- Upload the recording to any public or online platform.
- Sell, licence or otherwise commercially use the recording.

- Make the recording available to anyone other than yourself. Your permission to use the recording may be withdrawn if these terms are breached.

Intellectual Property:

All original materials, recordings, written resources and other content created by Real You Hypnotherapy remain the intellectual property of Real You Hypnotherapy unless otherwise stated.

Materials provided to clients are for personal use in connection with their own therapy and must not be reproduced, distributed, published or commercially exploited without prior written permission.

Limitation of Liability

Nothing in these Terms & Conditions is intended to exclude or limit liability where doing so would be unlawful.

To the fullest extent permitted by law, Real You Hypnotherapy will not be responsible for indirect or consequential loss arising from participation in hypnotherapy services.

Hypnotherapy is a complementary therapy and does not replace medical diagnosis, medical treatment, emergency care or other specialist professional support where this is required.

Complaints

I want you to feel comfortable and supported throughout your sessions. If you have a concern or are unhappy with any aspect of the service you receive, please let me know so that I have the opportunity to understand your concerns and work towards an appropriate resolution.

You can raise a concern with me in person or contact me by email at:

sarah@realyouhypnotherapy.co.uk

I am a member of the National Council for Hypnotherapy (NCH) and am bound by its Code of Ethics and Professional Practice.

Information about the NCH complaints procedure is available upon request.

I will not tolerate abusive, threatening, intimidating or discriminatory behaviour. Where such behaviour occurs, I reserve the right to end a session and/or refuse further services.

Changes To These Terms of Service.

I may update these Terms & Conditions from time to time where this is necessary due to changes in legislation, professional requirements, business practices or other relevant circumstances.

Where changes are made, I will endeavour to ensure that clients are made aware of significant changes.

The most recent version of these Terms & Conditions will be made available through my website.

Last updated September 2026