



**Sonia Richard BSc, MSc, MCThA**  
**Clinical Hypnotherapist, NLP Master Practitioner, IEMT Prac & TRainer, TFT-Alg**  
HypnoBirthing® Ante-natal Educator, UK HypnoBirthing® Advisory Board Member,  
Biomedical Scientist, Complementary Therapist

## **Terms and Conditions**

I have produced these terms and conditions so that you are informed about the way I operate as HypnoTherapist/Life Coach/Complementary Therapist so that you know what you can expect from me and what to expect from you.

### **My obligation to you**

1. My objective is to provide a professional service for clients seeking Hypnotherapy/NLP or Complementary Therapies
2. I will always be professional, friendly and sensitive to your specific issues, and offer a calm supportive environment during your session.
3. I am happy to liaise with any other healthcare professionals in order to optimise your outcomes.
4. You will be provided with a clear fee outline so that you are fully aware of the cost of your sessions.
5. I will do my best to be flexible with your individual circumstances with regard to appointment times. For example I can provide some evening sessions on occasion.
6. Whilst I always do my best to meet client expectations, I cannot offer specific guarantees regarding outcomes.
7. My therapy services are not a substitute for medical advice.
8. If for any reason you are dissatisfied with any aspect of your therapy I promise to discuss it with you openly with the aim of speedy and professional resolution.
9. I guarantee to protect your confidentiality at all times with regards the Data Protection Act 1998 and you have the right to view any information that I retain.
10. I maintain professional indemnity insurance and membership with The General Hypnotherapy Register & Council, The Complementary & Natural Healthcare Council and The Complementary Therapy Association

### **Your obligation to me**

1. I request that you are punctual for your appointments.
2. I require full payment in advance of the session.
3. At least 24 hours notice of cancellation of a booked appointment is required.
4. If appointments are cancelled without notice I reserve the right to keep the fee paid. If there are special circumstances and the appointment is rescheduled then we can always openly discuss any cancellation fee.
5. Acceptance of my practice terms and conditions.