



RTT Hypnotherapy and Life Coaching

RTT Hypnotherapy and Coaching Terms and Conditions of Business

PLEASE READ CAREFULLY AND ACKNOWLEDGE UNDERSTANDING OF THESE TERMS BY EMAIL.

Confidentiality

All sessions are confidential and this confidentiality will be maintained and applied to any and all records, in accordance with the Data Protection Act 2018. The only exceptions to this are where life or safety is seriously threatened, in which case, I may need to inform your doctor without your consent or where I am required by law to divulge information. Both of us will share confidential information about ourselves and our lives, so confidentiality must be mutually respected.

Duration of RTT Hypnotherapy Sessions

Each RTT Hypnotherapy session lasts between 90 minutes and 2 hours so please make sure you have at least 2 hours set aside where you won't be disturbed.

For online sessions please ensure you are set up prior to the session with a laptop, strong connection, headphones and privacy.

At the time of booking, you will be assigned an allocated time slot for your RTT session. If, for whatever reason, you arrive late, that time will be deducted from your session and the session will still finish at the pre-arranged time for the price previously agreed.

Cancellation of sessions

If you need to cancel a session, please contact me via email, text or phone. At least 48 hours' notice is required but please give more notice if you can. When sessions are cancelled with less than 48 hours' notice, you are likely to be charged for the missed session at the usual rate unless there are special extenuating circumstances. If you give me more than 48 hours notice, we will re-arrange another time that works for us both.

If two or more sessions are cancelled consecutively, you agree to review with me whether these sessions are working for you.

Guarantee of service & Your commitment

RTT is an incredible, effective and powerful therapy, however the effects differ from person to person and are not guaranteed and it requires your commitment to your own transformation. Some people feel an immediate effect, some people feel a gradual effect and some feel it after some time. They just become aware they are behaving or reacting differently than they used to. **It is vital that you commit to listening to your personalised recording as this is part of the process. 21 days is the absolute minimum time I ask you to commit to listen to your recording. The longer you listen to the recording the better the results. With physical issues at least 60 days is recommended.** If you do not listen to the recording you are not fully allowing the process to do its work.



RTT Hypnotherapy and Life Coaching

Duration of coaching sessions

Times differ depending on your session plan. Please confirm what is included in your package. At the time of booking, you will be assigned an allocated time slot for your coaching session. If, for whatever reason, you arrive late, that time will be deducted from your session and the session will still finish at the pre-arranged time for the price previously agreed.

Cancellation of sessions

If you need to cancel a session, please contact me via email, text or phone. At least 48 hours' notice is required but please give more notice if you can. When sessions are cancelled with less than 48 hours' notice, you are likely to be charged for the missed session at the usual rate unless there are special extenuating circumstances. If two or more sessions are cancelled consecutively, you agree to review with me whether these sessions are working for you. Together we will create a new plan for your progression. There is no obligation to continue receiving coaching sessions. However, if you decide you wish to end your coaching work, it is therapeutically beneficial to allow some time for us to discuss this together.

Support outside of sessions

From time to time, you may feel that you would like additional support outside of our sessions. Please discuss options for out-of-session support with me.

Payment terms

Payment is to be made at the time of booking, via bank transfer or Paypal for foreign accounts, unless otherwise agreed with me. Occasionally I allow a deposit to be paid to hold the session. Payment must be received within 24 hours of the booking being made otherwise the booking will not be confirmed. For block bookings - payment in full is also due on booking unless otherwise agreed upon. Where a deposit has been made, final payment needs to be received at least 48 hours prior to the session or it will automatically be cancelled.

Your session will not go ahead if payment has not been received, and any future sessions will be subject to review.

All sessions must be used within four months of the date of the first session. If you have not used up all your sessions within this period, you will need to either purchase a new package or book individual sessions going forward.

Rescheduling of sessions

Whilst I understand that from time to time it may be necessary to reschedule your appointment, it can be difficult to find a replacement slot which is soon enough to the original session to ensure continuity. Therefore, I have a rule that you can only reschedule once after which I reserve the right to refuse further requests to reschedule.

Consent

Unless otherwise stated, by paying for your session you are consenting to RTT or Coaching with Charlotte and understand that you are making an informed decision about receiving RTT &/or coaching. Whilst most people find that they feel an immediate positive shift and others feel a shift after some time, we do not guarantee a change, as the effect of therapy or coaching varies from person to person. Though it is extremely unlikely, Charlotte will not be held responsible for any adverse response you may have to therapy or coaching.

Payment details

Payment is due on booking. Please use your full name in the payment reference field. Payment is to be made either by: BACS using this account:

UK Bank Details for UKP:

Account name: Charlotte Ferrier LTD

Account number: 19605500

Sort code: 09-01-29 (Santander)

or

for international payments I also accept Paypal for direct payment to charlotte Ferrier Ltd.

https://paypal.me/CharlotteFerrier?locale.x=en_GB

Alternatively, for currencies other than UKP please contact me so I can give you details of my foreign currency account.

Client's name:

Signature:

Date: