

Terms & Conditions of The Hypnosis Centre:

These Terms and Conditions apply to dealings with The Hypnosis Centre (herein referred to as THC), 60 Dumgoyne Avenue, Milngavie G62 7NX

Within these Terms & Conditions are references to The Client. 'The Client' is that person who asks for hypnotherapeutic services from THC.

All therapists delivering hypnotherapeutic services on behalf of THC ('therapists') will hold a Diploma which confirms their proficiency to practice professional hypnotherapy from a recognised training establishment. Such training establishments will be affiliated to and the training course approved or accredited by one of the major professional bodies (e.g. The Hypnotherapy Society, General Hypnotherapy Register, etc.) and in particular an organisation whose professional members are automatically entitled to entry on **THE NATIONAL REGULATORY REGISTER for Hypnotherapists**.

All such therapists will hold appropriate Professional Indemnity Insurance at the time of delivering services.

All such therapists will conduct themselves in accordance with the Code of Ethics of their particular professional body. Where there appear to be contradictions between the Codes of Ethics of professional bodies, then the default Code of Ethics will be that of the NATIONAL REGULATORY REGISTER for Hypnotherapists.

While all therapies will be offered with the best interests of the client, no guarantees can be made regarding the likely success of any treatment – entirely in line with all therapies, whether mainstream medicine or otherwise.

Costs and duration of each session or per comprehensive treatment will be clearly stated and agreed prior to the commencement of any treatment.

Treatment sessions which have been paid for will not be refunded at a later date. However, the therapist may agree to a follow-up treatment at a reduced (or free) cost if the client requests such after the conclusion of the therapy. This is entirely at the discretion of the therapist involved in the consultations. However, subsequent sessions would normally be paid in full.

Cancellations: A separate cancellation policy, whether such a cancellation is by the therapist or the client, is being developed comprehensively and will be published here by end June 2010. **Interim Terms:** Cancellations may be made up to 48 hours in advance of the agreed consultation appointment by the Therapist or 24 hours in advance of the agreed consultation appointment by the client, with no financial penalties being incurred by either party.

Complaints: If the client has a complaint regarding the services offered then this should be addressed, in the first instance, to the therapist. If the matter is not summarily resolved to the mutual satisfaction of both parties then this will be escalated to the therapist's professional body – both parties will advise the professional body of the complaint.

Clients using hypnotherapeutic services of THC are deemed to agree to these Terms and Conditions unless, in exceptional circumstances, an alternative agreement has been reached between the therapist and client and that arrangement documented and signed by both parties. Copies of any such agreement will be deposited with both parties prior to the commencement of any treatment.

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