

Terms & Conditions

Confidentiality

All that takes place within sessions is treated with respect, discretion and strict confidentiality. I will keep confidential notes, to assist with future treatment, in secure files when not in use. Your GP, family, spouse, employer or place of study etc. will not know anything about your therapy sessions and neither will anything go on your medical record without your prior written consent. There are a few exceptions for legal or safety reasons including but not limited to: if you are about to cause harm to yourself, others or children. In some cases, in order to give you the best possible treatment and to further enhance the effectiveness of therapy I would ask that treatment be carried out with the knowledge of your General Practitioner or other health care professional. However this can only happen with your prior written consent.

Payment

Payment is by direct bank transfer to be cleared within 24 hours of booking your appointment. Failure of funds to clear within this time frame will cause the appointment to be cancelled and offered to another client.

Sessions

All clients begin with an initial conversation to establish client requirements and consider if the therapeutic relationship is working on both sides. It is only after this appointment that therapeutic sessions can begin.

Therapeutic appointments last 50 minutes unless stated otherwise. Email contact and support between sessions is included in the price. Time between appointments may vary, however, package appointments should be taken within 8 weeks from start to finish unless agreed in advance with Helen.

Cancellations

I will endeavour to give as much notice as possible should we need to alter the timing of our session or cancel, in the event of an emergency.

Once a session is booked online, I reserve the right to charge in full for any cancellations with less than 24 hours' written notice by email or contact form. 50 minutes will be allocated.

For face to face therapy sessions, I reserve the right to charge in full for any cancellations. If 24 hours written notice is given by email or contact form, you will receive a credit for an online therapy session.

Lateness

If you arrive late for your session we will still finish at the time it was due to finish and you will be charged the full fee.

Holidays

If you are undertaking a longer course of treatment, please let me know if you have any holidays planned, and I will of course do the same with you.

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Safety

All reasonable steps will be taken to ensure your safety physically and psychologically. I will refuse to see anyone under the influence of alcohol or non-prescribed drugs.

Under 18s

As a Parent, I give my informed consent for the client to be in the sole custody of Helen Johnstone. I understand that Helen Johnstone has a basic disclosure confirming she has no criminal convictions.

Therapy Disclaimer

Please consult your doctor for any medical issues. I do not give medical advice of any kind and as such if you are receiving medical treatment for any issue that you come to therapy for, please ask the permission of your doctor. Payment is for my professional time, and I do not guarantee a cure for any problem. You may record audios to assist you with the practice of hypnosis and self hypnosis or purely for relaxation. Audio tracks must never be listened to whilst driving and you should always make sure you are in a safe place when you go into hypnosis or listen to any hypnosis audios or downloads.

Guarantee

I guarantee to be 100% committed to helping you to help yourself and I will always do my utmost to give you the best possible treatment I can. However, I cannot guarantee you will achieve your desired outcome – you are the only one who can guarantee your success.

Agreement

I understand that a number of different types of therapy may be employed from Hypnotherapy, NLP, CBT, EMDR, EFT, Breathwork, Meditation, Visualisation, Metaphor work and talk therapy. I understand that there are no guarantees offered and that success very much depends on my own willingness to participate in the therapeutic process. The fee agreed is for the therapy session and email support.

By booking and paying for your first therapy session you confirm agreement with the above.