

# CLIENT TERMS AND CONDITIONS

Please read these terms and conditions which apply to the provision of my professional services. By making an appointment, you are agreeing to the following terms and conditions. If you are unable or unwilling to agree to these terms and conditions, then you should not book an appointment or continue with your course of therapy.

## BOOKING

Online session. For face-to-face sessions, please contact me.

## CANCELLATION & RESCHEDULING

If you need to cancel or re-schedule a session, please provide as much notice as possible. Notification must be made via the website at least 48 hours prior to the session in order to get the fee refunded.

## CONTACT BETWEEN SESSIONS

Any contact between sessions will be by using contact form on the website.

## MEDICAL OR PSYCHOLOGICAL CONDITIONS

I may ask questions about your medical history to establish any contra-indications to treatment. This will also help to assess whether your health is affecting (or being affected by) the therapeutic goals you wish to achieve. Please update me of any medical changes during your course of therapy, or if you are returning to therapy after a period of absence.

If you are receiving care or treatment from any medical, healthcare or therapy practitioner, e.g. GP, Psychologist, Psychiatrist or Counsellor, you may be asked to seek their permission before any therapy sessions can commence.

Please note that I will be unable to offer my professional services if you suffer from epilepsy or any form of psychosis.

## AGE RESTRICTIONS

You must be at least 18 years old to book sessions. Clients under the age of 18 years old must be accompanied by a parent or guardian.

## ATTENDING YOUR SESSIONS

Please ensure that you are available at your session start time. If you are running late, please let me know as soon as possible. I will do my best to make a full session available,

However, as the ability to do this will depend on bookings after your session, this cannot be guaranteed.

## **HYPNOTHERAPY RECORDINGS**

Hypnotherapy recordings should not be listened to whilst driving, operating machinery or undertaking any other activity where concentration is required. Any recording provided is for your personal use only and must not be shared, lent, copied or sold under any circumstances.

## **OUTCOME OF SESSIONS**

The agreement to work on the issues presented by you in no way implies or guarantees the resolution of your presenting challenge. No outcome can or will be guaranteed. However, I will always endeavour to use my best efforts and skills to work towards your goals and intended outcomes.

## **STANDARDS OF BEHAVIOUR**

During the course of any therapy sessions, I will treat you with respect and not abuse the trust you place in me. I will use best practice at all times in our mutual interest. In return, you undertake not to harm yourself, or any other person, including me, or any property belonging to either me or any other person.

You agree not to attend sessions under the influence of alcohol or recreational drugs, except those medications which have been prescribed by your doctor. If you do attend any sessions under the influence of alcohol or recreational drugs, or demonstrate violent or abusive behaviour, I will cancel the session and may refuse to see you for any further sessions.

## **CONFIDENTIALITY**

All contact, including sessions and written correspondence, will be conducted in confidence. All recordings, conversations and notes will remain confidential, except in the following circumstances:

- 1.** Where you give permission for confidentiality to be broken
- 2.** Where I am compelled by a court of law
- 3.** Where the information is of a nature that confidentiality cannot be maintained, for example:
  - The possibility of harm to yourself or others exists
  - In cases of fraud or crime
  - When minors (under 18 years old) are involved

## **LIABILITY & INDEMNITY**

Under no circumstances will Harinder Kaur be liable for any damages, including without limitation, direct, indirect, incidental, special, punitive, consequential, or other damages (including without limitation lost profits, lost revenues, or similar economic loss), whether in contract, tort, or otherwise, arising out of the advice or information provided to you during professional services provided by Harinder Kaur. c

## **GOVERNING LAW**

These terms and conditions and any other matters arising out of or in relation to these terms, shall be governed by and construed in accordance with the laws of Australia. You agree to submit to the exclusive jurisdiction of the Australian courts to settle any dispute which may arise out of or in connection with these terms and conditions.

## **TERMS AND CONDITIONS UPDATES**

These terms and conditions are subject to revisions without notice. Please familiarise yourself with any amendments.

## **CONCERNS & COMPLAINTS**

If you have a concern or complaint regarding your therapy, please discuss this with myself in the first instance and I will endeavour to resolve the issue.

## **STATEMENTS OF UNDERSTANDING**

By signing this Client Agreement, you agree to abide by the terms and conditions of it. You also agree with the statements below:

I understand that hypnotherapy or any other therapy or information provided by Harinder Kaur either in person or via written correspondence or during session, is not a replacement or substitute for medical, psychological or psychiatric treatment. If I have any doubts or concerns about my health, I will seek advice from an appropriate qualified healthcare professional.

I declare that, if advised by Harinder Kaur prior to or following any therapy sessions, to seek medical approval, I will consult with my GP, hospital consultant and/or other healthcare professional and gain the appropriate written approval for Harinder Kaur prior to the next therapy session.

I have been advised that I am free to terminate any or all sessions at any time. I understand that my level of motivation is vital in the therapy process and I agree to participate to the best of my ability at all times, including making reasonable use of therapeutic suggestions during and between sessions, as well as listening to audio recordings and/or carrying out other therapeutic tasks as appropriate.

I have accurately and truthfully answered any questions and provided background information during the initial consultation and /or first therapy session and will continue to do so during any subsequent therapy sessions.

## **CONFIDENTIALITY**

By signing this form, I consent that *Harinder Kaur* may release information to a specific individual or agency if it has been determined that a vulnerable person (child under 18 years of age or elder over 65 years of age) is at risk; if I, as a client, am in imminent danger to myself or others; or if a subpoena of records has been requested.