

Helena Silver Hypnotherapy

TERMS AND CONDITIONS

1. You may be charged a LATE CANCELLATION fee of 50% of the fee if you do not give at least 24 hour notice prior to cancelling or changing your appointment.
2. You may be charged a NO-SHOW fee of the full fee for the session if you do not show for your appointment or cancel within 60 mins before the start of the session.
3. At my discretion, I may waive or reduce the above charges in the case of genuine emergency, sudden illness or unforeseeable circumstances.
4. Face to face clients must be fully vaccinated, take a lateral flow test within 24-48 hours before the appointment and be free of symptoms. Sudden onset of covid symptoms or a positive test are exempt from the late fee if you contact me straight away before your session to reschedule or move to Zoom.
4. Charges are £75 per standard session, £35 per extra 30 mins, and there is a £10 discount per session for full time students, NHS, Emergency Services & Forces staff, or for prepaid block bookings. I will send a payment link on booking, which is due within 48 hours of making the booking in order to confirm your booking. All major debit and credit cards are accepted. Payment may also be made by Paypal. Fees are refundable if you cancel at least 24 hours before your scheduled appointment.
6. The standard therapy session will last 50-70 minutes. Extended appointments of 90 minutes and 2+ hours are also available where required (MAP sessions, stop smoking, OldPain2Go). If you are late to the appointment, unfortunately we will still have to end the session at the allotted time.
7. I keep your contact details only for the purpose of contacting you about your appointments and treatment. I also keep session notes securely for as long as they may be required, they are then securely destroyed. I never share this information without your consent with 3rd parties unless required by law to do so. Full details are in my Privacy Policy on my website.