

# Changing Paths Hypnotherapy

## Session Terms & Conditions Refund & Cancellation Policy

In these terms and conditions, terms the “Practice” and/or “We” refer to Changing Paths Hypnotherapy.

On booking your appointment you will be given confirmation of costs, cancellation policy, payment details etc., which you should read and make sure you agree and are satisfied with.

Along with your payment you will be asked to give your contact details. This will then form an agreement between you and the Practice for your therapy.

### THERAPY

Successful sessions rely on your commitment and motivation. When you agree to partake in your therapy sessions, you, as the client, are considered “co-therapist”, which means you agree to be fully involved and committed to the process, which may include self-work if necessary. This also includes attending your sessions and arriving on time.

You accept that treatment is offered based on the information you supply, which you represent and warrant to be complete and truthful.

You are free to end or withdraw from therapy at any time. The cost of any sessions paid for in advance but not used will be refunded on request, subject to cancellation policy. Refunds will reflect the actual price paid if special offers have been used.

### DISCLAIMER

We will always do our best to help you achieve a successful outcome to your therapy. However, you accept that an agreement to work on an issue does not mean that a particular outcome to therapy can be guaranteed.

Fees are payable for your sessions and the time and expertise of the therapist, regardless of the outcome. Results may differ from person to person.

### REFUND POLICY

Hypnotherapy services are not eligible for refunds as the time has been allocated.

Results cannot be guaranteed and may vary based on the mindset of the client, the desire to change and the commitment to follow instructions during and after the session. However, we may offer a free session if there was an issue or concern with the session. The hypnotherapist cannot control or force the client to change or do anything they do not want to do.

#### Non-Refundable

- Any promotional or discounted session packages are non-refundable.
- Charges for completed sessions are non-refundable, as they compensate our therapists for their time and resources.
- Cancellations made less than 24 hours before a scheduled session are non-refundable.

### Eligibility for Refunds

100% Refunds are available for session packages that are canceled within 7 days of purchase, provided that no sessions have been used. If you have used one or more sessions, we will offer a prorated refund based on the remaining sessions. • Refund for Unused Sessions: Clients who purchase session packages may request a refund for unused sessions at any time.

- Refund Calculation: Refunds for packages will be calculated at the full individual session rate for completed sessions, rather than the discounted package rate. Any remaining balance will then be refunded.

### STANDARDS OF BEHAVIOR

We will always use best practice and adhere to the standards of conduct as stated by my governing bodies. In return by attending your session you agree to the following standards of behavior:

- Be free from drugs and alcohol (except medication prescribed by your doctor).
- Take your therapy seriously and treat the Practice and the therapist with respect.

If you demonstrate violent, abusive or anti-social behavior, the Practice reserves the right to cancel the session and any future sessions and/or treatment.

### CANCELLATION POLICY

The Practice reserves the right to cancel an appointment at their sole discretion, this will only be in exceptional circumstances and as much notice as is possible will be given. The Practice shall not be liable for any financial or other consequences of the cancellation.

- Notice Requirement: A minimum of 24 hours' notice is required for the cancellation or rescheduling of an appointment.
- Late Cancellations and No-Shows: If you cancel within less than 24 hours, fail to show up, or do not reschedule your session within the required timeframe, a 50% fee will apply

### CHANGES TO POLICY

We reserve the right to update or change our Policy at any time. Any changes will be posted on this page.

If you have any questions about these Terms of Service, please contact us at [gracie@changingpathsnwct.com](mailto:gracie@changingpathsnwct.com)