

**Terms and Conditions**

By booking any of Danielle Navarro - Hypno Coach services, either through our website, e-mail, social media or phone, the Client (you) agrees to be bound to these Terms and Conditions.
Any part of these Terms and Conditions may be changed at any time without notice. You are advised to read them before entering into an agreement with Danielle Navarro - Hypno Coach (us) and regularly afterward and agree to be bound to the current version. Last update 17/09/19.

Danielle Navarro - Hypno Coach endeavors to provide a professional service at all times in accordance with qualifications held ( Cert.Hyp CS, Kinetic Shift Practitioner) any further training completed and in line with The National Hypnotherapy Society’s code of ethics, which can be found on their website. (https://www.nationalhypnotherapysociety.org)

The fundamental principles that I work within are:-

Approach their work in the spirit of a vocation

Honour the subjectivity of the therapy experience

Honour the client’s subjectivity, views, beliefs, ideas, goals

Respect commonly understood boundaries, and

Be able to undertake a rigorous self-examination on their work and practice

Danielle Navarro - Hypno Coach has public liability insurance.

At all times there is complete confidentiality between us and you. We may discuss our clients with our supervisor if necessary. Danielle Navarro - Hypno Coach does have a duty of care though and holds the right to contact the relevant organisation/body/person if the client poses serious danger to themselves and/or other people.

Sessions:

The length of the whole appointment is strictly 60 minutes. Although a shorter or longer session time could be amended at our discretion if we feel it is necessary. If the session is shorter the fee remains the same.

Clients must arrive on time for their appointment, if a client arrives late the appointment finish time may stay the same to avoid disruption to other clients, if this creates a shorter session the hourly fee still applies.

Talk 2 Me sessions are either 30 or 60 minutes duration.

Clients must answer Talk 2 Me phone calls at the specified time, if the call isn’t answered on the first attempt a second and final attempt will be made 5 minutes afterwards. The call end time will remain the same to avoid disruption to other clients, if this creates a shorter session the same fee still applies.

Group sessions typically are 60 minutes in duration, please see event details to confirm. Group sessions will start at the time stated on the event to avoid disruption to the other participants. Group sessions must be booked in advance.

During group sessions private information may be shared between participants, it is important to keep these sessions a safe space for people to share and support each other. Therefore any personal information shared must be kept private and confidential within the group.

Danielle Navarro - Hypno Coach can not 100% guarantee a clients treatment success rate, there is no medication or operation that has a 100% success rate, we do not offer refunds or part refunds.

Anti-social behaviour will not be tolerated.

Session amounts/frequency:

On average Danielle Navarro - Hypno Coach sees clients for 4 - 6 sessions, but sometimes more or less sessions are required. Hypnotherapy and Kinetic Shift are very effective therapies but also require your motivation and desire to change. We want to help you in the minimum number of sessions possible. Together we will review your progress so that at any time you can make a valued judgement about how the therapy is progressing.

Danielle Navarro - Hypno Coach highly recommends weekly sessions initially and monthly top up sessions if required. Smoking cessation is a one off 2 hour session.

Fee’s:

Session fees are strictly to be paid at least 24 hours prior to your session to guarantee your appointment date/time via BACS. You will be provided with an invoice including payment information via email.

15 minute initial phone consultation - Free

45 minute initial session - £30

60 minute 1-1 session - £75

2 hour one off Smoking Cessation session - £190

30 minute Talk 2 Me session (Phone) - £10

60 minute Talk 2 Me session (Phone) - £20

30 minute Talk 2 Me session (In person) - £20

60 minute Talk 2 Me session (In person) - £30

Slim Evermore (6 week group sessions) - £25 each session or £140 upfront (£10 saving)

Reschedule/Cancellations:

Cancellation for a full refund must be made at least 24 hours before a session appointment. For example if your session is on Friday at 4pm, you must cancel before 4pm Thursday.

Cancellations of less than 24 hours will be charged at 50% of the session fee.

Cancellations of less than 12 hours will be charged at 100% of the session fee.

Rescheduling is at the discretion of Danielle Navarro - Hypno Coach.

Rescheduling before the 24 hour deadline will allow fees to be carried over to the new appointment, but under the same terms and conditions for cancelling.

Danielle Navarro - Hypno Coach reserves the right to cancel or re-schedule sessions at any time. In an event of a session being cancelled by us and us not being able to offer an alternative suitable day/time, we will refund any fees received by the Client for that date. In an event of a re-scheduled session, all fee arrangements will proceed as usual.

Danielle Navarro - Hypno Coach reserves the right to terminate any services provided with immediate effect if the Client breaches any part of these terms and conditions.

Privacy Policy:

We care about your private information therefore we take your privacy seriously.

Our privacy policy covers all identifiable personal information that we gather from you in person, over the phone or via the internet.

The information we collect may include but not limited to; name, address, telephone number, and email address.

We do not share or sell your information to any third party. We may use your information to keep you updated on the services we offer.

The information you provide is not kept any longer than is necessary and is destroyed in a responsible manner.

Any notes we take are stored securely, only accessed by us and are not kept any longer than is necessary and are destroyed in a responsible manner.

You have the following rights regarding your personal data:

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| ****Rights**** | ****What does this mean?**** |
| 1.    Rights to be informed | You have the right to be provided with clear, transparent and easily understandable information about how we use your personal data and your rights. This is why we are providing you with the information in this Privacy Policy. |
| 2.     Right of access | You have the right to obtain access to your personal data (if we are processing it) and certain other information (similar to that provided in this Privacy Policy). This is so you are aware and can check that we are using your personal data in accordance with data protection law. |
| 3.    Right to rectification | You are entitled to have your personal data corrected if it is inaccurate or incomplete. |
| 4.    Right to erasure | This is also known as ‘the right to be forgotten’ and, in simple terms, enable you to request the deletion or removal of your personal data where there is no compelling reason for us to keep using it. This is not a general right to erasure; there are exceptions. |
| 5.    Right to restrict processing | You have the right to ‘block’ or supress further use of your personal data in certain circumstances. When processing is restricted, we can still store your personal data, but may not use it further. |
| 6.    Right of data portability | You have the right to obtain and reuse your personal data in a structured, commonly used and machine-readable format in certain circumstances. In addition, where certain conditions apply, you have the right to have such information transferred directly to a third party. |
| 7.    Right to object to processing | You have the right to object to us processing your personal data for our legitimate business interests or for direct marketing purposes (including in each case any related profiling). |
| 8.    Right to withdraw consent to processing | If you have given your consent to us to process your personal data for a particular purpose (for example, direct marketing), you have the right to withdraw your consent at any time (although if you do so, it does not mean that any processing of your personal data up to that point is unlawful). |
| 9.    Right to make a complaint to the data protection authorities | You have the right to make a complaint to the Information Commissioner’s Office (ICO) if you are unhappy with how we have handled your personal data or believe our processing of your personal data does not comply with data protection law. |

If you would like to exercise your data protection rights or if you are unhappy with how we have handled your personal data, please contact us in the first instance.

* If you’re not satisfied with our response to any enquiries or complaint or believe our processing of your personal data does not comply with data protection law, you can make a complaint to the Information Commissioner’s Office (ICO).

Privacy policy created on 11/06/19 in line with current GDPR legislation.

This agreement shall be governed by the laws of England and Wales. Therefore any English and Welsh court shall have exclusive jurisdiction to adjudicate any dispute which may arise out of any provision of this agreement.
If any part of this agreement is determined to be invalid or unenforceable pursuant to applicable law, then the invalid or unenforceable provision will be superseded by a valid, enforceable provision which most closely matches the intent of the original provision and in any event the remainder of the agreement shall continue in effect.

**Client Signature..……………………………………………………………………………**

**Therapist Signature..……………………………………………………………………………**

**Date……………………………………………………………………………………**