



Terms and Conditions / Frequently Asked Questions

Thank you for choosing Tamsin Denbigh Hypnotherapy. I am a Clinical Hypnotherapist, trained in Solution Focused Therapy, which uses elements of Cognitive Behavioural Therapy (CBT) and Neuro-Linguistic Programming (NLP). Solution Focused Hypnotherapy differs from other types of treatment as it focuses on your preferred future rather than your past. My role is to guide you in identifying small, achievable changes you want to make that will help you achieve your preferred future. I may also help you with areas you can't control, for example improving your coping abilities with anxiety and worries that come with a difficult relationship, illness or job redundancy. I also support people who have specific phobias and those who wish to stop smoking.

My qualifications and how I am regulated

- I hold the Hypnotherapy Practitioner Diploma (HPD) and the Diploma in Solution Focused Hypnotherapy (DSFH)
- My business is a member of and regulated by the Association for Solution Focused Hypnotherapy (AsFSH) and Complementary and Natural Healthcare Council (CNHC)
- I must adhere to their strict codes of conduct and ethics, including having a recognised qualification, appropriate insurance, regular Continual Professional Development (CPD) training, and supervision with a regulated and qualified supervisor

My commitment to you and your commitment to the treatment

- All hypnotherapy clients will be seen by myself for the Initial Consultation and subsequent sessions
- All clients will receive a relaxation download once they have attended the Initial Consultation
- Sessions will only be conducted if I deem the therapy safe for the client to receive and if the client wishes to participate in the session
- I will only work with clients who have actively chosen to receive hypnotherapy
- GP/Consultant permission may be required before sessions can be provided
- By coming for this treatment, you agree to a commitment of weekly sessions at first, reducing to fortnightly and possibly monthly/ 6 weekly, after mutual agreement. Your commitment to these sessions is important and if you regularly fail to attend sessions, or regularly cancel and rearrange sessions, I will have a discussion with you about whether this is something you are committed to. Your commitment will also include listening to the relaxation download regularly to help with reducing anxiety, sleeping better and to reinforce positive thinking and action.

How long will each session be and how much will they cost?

- Sessions are usually 55 minutes but may sometimes extend into 65 minutes, if required
- Sessions will begin weekly at first, but may over time and in agreement spread out over longer periods
- Stop Smoking is a one-off session that lasts approximately two hours
- Specific phobias usually take around four sessions
- The Initial Consultation is £35. Subsequent sessions are £50 each for online sessions and £60 each for in-person sessions at my Wedmore Clinic or Walk & Talk Therapy. Stop Smoking is a one-off session lasting 2 hours and costing £130.

Payment

- I accept payment by bank transfer.
- Payment must be made ahead of each session or sessions will not go ahead.
- The first 3 sessions must be paid as a block booking at a cost of £150 for online sessions and £180 for in-person sessions. Subsequent sessions can be paid on a session by session basis.

Young Clients

- Clients under the age of 18 must be accompanied by an adult for the Initial Consultation
- The adult must give permission for the session(s) to proceed
- The adult must co-sign the young client's Consent Form
- The adult must be present in the room or within the building during the Initial Consultation, and for subsequent sessions if the client is aged 16 or younger

Cancellation Policy

- A booking is confirmed once myself and the client have both agreed a date, time and location for a session
- If you are **running a bit late**, please do let me know. There are some slots I have available that mean I am able to continue with your full session, but often I will have another client waiting and therefore it may mean our session has to be a little shorter
- You will not be charged if you cancel an Initial Consultation or a Session more than 24 hours before a treatment
- If a cancellation is made within 24 hours of the treatment, you will not be reimbursed the cost of the session.
- This cost of the session may be waived at my discretion, due to extreme unforeseen issues such as severe disruptive weather conditions
- I have the right to cancel a treatment by giving 24 hours notice
- I have the right to cancel a treatment without notice if the room or environment is unsuitable for the treatment to be provided, or if the hypnotherapist is taken ill
- I will commit to rearranging treatments to a new time and date within two weeks of the cancelled treatment where possible

Inappropriate Behaviour

- I have the right to terminate a session immediately if the client demonstrates inappropriate behavior
- I have the right to cancel a treatment without notice if the client is intoxicated or inebriated

Privacy

- Client consultation and treatment details will not be discussed with anyone other than the client unless the client is under the age of 18 or has a care worker or guardian
- Initial Consultation forms will be kept online, password secured by Tamsin
- Session notes will be kept in hard copy, stored in a locked cabinet
- Text messages are secured by a mobile pin number
- Any email attachments containing your personal information are password protected and the password would be sent to you via text message
- All clients must complete a Consent Form prior to receiving hypnotherapy
- By signing the Consent Form, clients are giving myself permission to hold records and data about them and agreeing how I can contact you
- Further details about GDPR compliance are included at the end of these Terms and Conditions

Confidentiality

- Everything we talk about during our sessions is strictly confidential. I may discuss elements of our sessions with my Supervisor, but client names will not be disclosed.
- If we see each other **outside of a session** I will smile but will not engage in any further conversation to ensure your confidentiality. You are welcome to share with other people about the therapy you are receiving, but I am obligated by GDPR law to ensure your confidentiality is protected. I would request that in order to ensure the success of your treatment, that you refrain from discussing your treatment with me outside of your sessions.
- **What about other Health and Social Care Professionals?** As I adhere to the GDPR any contact, relating to you, with other healthcare professionals would only be made with your signed consent. For example, If I were to write to your GP to notify them of your treatment with me, and then notify them of the treatment ending, I would only do this if you were to sign specific consent for this in the Consent Form. Exceptions: In order to safeguard you and the people around you, if you were to disclose that you were going to carry out harm to yourself or someone else, then under my "Duty of Care" I am obligated by law to inform the relevant authorities. This is to support you to live well, and I would always aim to discuss this with you prior to contacting anyone. If I was issued with a police warrant or court order for your information, by law I would also have to provide them with your information

Website Content

- Website content will be authorised and managed at my discretion
- Client testimonials and photos will only be published with the client's written approval

Complaints Procedure

- If you wish to make a complaint, please email me on hello@tamsindenbighhypnotherapy.com
- Complaints must include the date and location of the incident, the full name of the complainant, details of the complaint and a desired outcome following the complaint
- All complaints will be taken very seriously and a response will be provided within 28 days

Insurance and Ethics

- Tamsin Denbigh Hypnotherapy is registered with AfSFH and CNHC
- Tamsin abides by the code of ethics provided by AfSFH and CNHC
- Tamsin Denbigh Hypnotherapy is fully insured by Holistic Insurance Services. I am insured to work with clients outside of the UK but governed by UK jurisdiction.
- Tamsin Denbigh has enhanced DBS

What is the General Data Protection Regulations, 2018 (GDPR) and how does it affect me?

- The GDPR replaces the 1998 Data Protection Act to ensure your personal and sensitive, confidential data is kept private and held securely, being processed in the way that you have agreed to. It is there to protect your rights as a consumer of a service or product that might involve your identifiable data, e.g. your name and address or medical conditions. It also covers any session records, text messages or emails we exchange. I am regulated by the AfSFH, an organisation that stipulates I must hold your data for 8 years after your final session. Unless you are a child, in which case I must hold your data until your 25th birthday, unless you are 17 when treatment ends and then I must keep it until your 26th birthday. Therefore, all records will be deleted in the January after the above retention scales. This is in line with NHS regulations for holding data.

Why do you need to record this information?

- I collect information about; why you are using the service, a small amount of medical information and a small amount of information about your important others, alongside brief session notes. This information enables me to provide a high quality service to you, ensuring I am equipped with the knowledge of our previous discussions prior to each session. Your contact details / address and Doctors details will only be used with your explicit consent.

What if I don't want my records to be held for that long?

- Under the GDPR you can make a request in writing to me, for all your records to be deleted. In this case all your paper records would be shredded and any electronic data

such as emails or text messages would be permanently deleted from the devices they are stored on.