Terms and conditions

These Terms and Conditions explain how I provide my Solution Focused Hypnotherapy and Reiki services. Please read them carefully before booking or attending an appointment. By booking an appointment or signing this form, you confirm that you understand and agree to these terms.

Services provided
I provide Solution Focused Hypnotherapy and Reiki services to support wellbeing, relaxation, confidence, stress management and personal development. These services are complementary and are not a substitute for medical diagnosis, medical treatment, psychiatric care or emergency support. I do not diagnose medical conditions, prescribe medication or advise you to stop or change any treatment prescribed by a qualified healthcare professional.

Client responsibility and suitability
You are responsible for providing accurate and complete information about your health, medication, mental health history, lifestyle and any other matters that may be relevant to your care. If your circumstances change during therapy or Reiki sessions, please let me know as soon as possible. I may decide that a service is not suitable, or that GP or specialist support should be sought before sessions continue.

Appointments and punctuality
Appointments are arranged by mutual agreement and may take place in person or online, depending on the service and availability. Please arrive on time for your appointment. If you arrive late, the session may still need to end at the scheduled time so that other appointments are not affected.

Fees, payment and booking
Fees will be confirmed before booking. Payment is due by the agreed method and at the agreed time, unless we have made a different arrangement in writing. I may use secure third-party providers for booking, payment processing, email, cloud storage or practice administration. I do not ask you to write full card details on this form.

Cancellation and missed appointments
If you need to cancel or rearrange an appointment, please give as much notice as possible. Unless otherwise agreed, appointments cancelled with less than 48 hours' notice, or missed appointments, may be charged at the full session fee. I understand that emergencies can happen and will use discretion where appropriate.

Confidentiality and professional boundaries
Your privacy and confidentiality are important. Information shared in sessions will be treated confidentially, except where there is a serious risk of harm, safeguarding concern, legal requirement, professional obligation or other lawful reason to share information. If we meet outside sessions, I will respect your privacy and will not acknowledge our professional relationship unless you choose to do so first.

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Data protection
Your personal information will be handled in line with the GDPR and Privacy Policy included in this document. This includes how your information is collected, used, stored, retained, protected and shared, and how you can exercise your data protection rights.

Online sessions
For online sessions, you are responsible for ensuring you have a private, safe and suitable space, a reliable internet connection and appropriate equipment. Please do not record sessions without prior written agreement. If the connection fails, we will agree whether to continue, rearrange or complete the session by another suitable method.

Emergencies and crisis support
My services are not an emergency or crisis service. If you are in immediate danger, feel unable to keep yourself safe, or need urgent medical or mental health support, please contact emergency services, NHS 111, your GP, or another appropriate crisis support service.

Outcomes and expectations
Every client is different, and outcomes cannot be guaranteed. The effectiveness of therapy or Reiki may depend on many factors, including your goals, participation, consistency, circumstances and readiness for change. I will work with you professionally and respectfully, but I cannot promise a specific result.

Respectful conduct
Sessions should be conducted respectfully and safely. I reserve the right to pause, rearrange or end a session if I reasonably believe it is unsafe, inappropriate, abusive, discriminatory or not in either party's best interests.

Complaints and concerns
If you have a concern about the service you receive, please contact me as soon as possible so I can try to resolve the matter. Data protection complaints are handled under the complaints process in the GDPR and Privacy Policy section. You may also contact the relevant professional association or regulatory body where appropriate.

Agreement
By signing the registration form, you confirm that you have read, understood and agree to these Terms and Conditions and the GDPR and Privacy Policy. You also confirm that the information you provide is accurate to the best of your knowledge.

Contact details
If you have any questions or concerns regarding your personal data or wish to exercise any of your rights under UK GDPR, please do not hesitate to contact me:

Sheyen Dawson
REIKI Master Teacher – Clinical Solution Focused Hypnotherapist
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