

# Terms & Conditions

Thank you for trusting me to be your guide in your journey to balance. I am so looking forward to working with you.

These terms set out the agreement between 'both parties' – Bringing Balance (me, the Wellbeing Coach) and you, (the client) for the products/ services I will be providing. Please read them carefully and let me know if you have any questions.

The format of the products/ services provided, and the fee payable will be as set out in the description you select on my website or as agreed between us in email correspondence.

The fee for the products/services is non-refundable and is to be paid in full before the first session/ product purchase, or in instalments by prior agreement. If you are paying by instalments, the first instalment is to be paid before the first chargeable session commences.

All sessions are conducted online, via Zoom or other agreed platforms. The services provided by Bringing Balance may also include email correspondence and written/ audio resources via WhatsApp/ Telegram or other applications as agreed by both parties.

Most scheduled sessions will include a bespoke hypnotic session. Sessions are scheduled as a 90-minute-block, though most appointments run about an hour in length. Please plan on the first appointment being the full 90 minutes.

Hypnosis is a powerful process that has helped millions of people make the changes that are right for them. However, hypnosis is not "mind control." Ultimately, you are responsible for the changes that occur. You acknowledge that deciding how to handle the issues and implement your choices is exclusively your responsibility. For this reason, wellbeing coaching cannot guarantee any specific outcomes.

At Bringing Balance, I promise the most appropriate, holistic and sustainable approach to your unique wellbeing that's within my power to deliver. Many clients reach their goals in the initially scheduled sessions, and most people begin to experience benefits from the very first session. Hypnosis is a process, and many clients elect to schedule follow-up sessions for reinforcement or additional coaching support.

Appointment changes (rescheduling, cancellation, or missed appointments) must be made at least 24 hours before the scheduled session or clients will either forfeit the session or pay a €50 rescheduling fee. Late arrivals of 20 minutes or more are treated as a missed appointment.

If you are currently in therapy or otherwise under the care of a mental health professional, by entering into this agreement you confirm that you have consulted with this person regarding the advisability of working with a wellbeing coach that utilises hypnosis & hypnotherapy and that this person is aware of your decision to proceed with the coaching relationship.

Throughout our working relationship, we may engage in very direct, personal and confidential conversations. You can count on me to be respectful, honest and straightforward, ask clarifying questions and make empowering requests.

Some additional legal points:

## Your Right to Make Changes

If you wish to make any changes to the services you have ordered, please contact me. I will let you know if the change is possible. If it is possible, I will let you know about any changes to the fee for the services, the timing of our sessions or any other issues which would follow on from your request and you can let me know if you would like to go ahead with the change.

## Intellectual Property

If I provide you with any materials during the services, whether digital or printed, any intellectual property in those materials belongs to me and unless we agree otherwise you can only use those materials for your own personal use and you may not share them with third parties.

## Use of your Personal Information

The personal information you give to me will be used to:

- \* provide the products/ services agreed
- \* process your payment for products/ services
- \* create a personal account which you can use to log into the Bringing Balance website

\* and inform you about any products/ services that I provide, though you may stop receiving this information at any time, on request

Bringing Balance promises that all information shared by you will be kept strictly confidential, except when releasing such information is required by law. I will not give your personal information to any third party.

## If there is a Problem with the Products/ Services

In the unlikely event that there is any problem with the products/ services, please contact me as soon as possible, and please give me a reasonable opportunity to sort out any problem with you. As a consumer you have legal rights in relation to services not carried out with reasonable skill and care and nothing in these terms will affect those legal rights.

## Events Outside my Control

If an event happens which is outside of my reasonable control, I shall not be liable or responsible for any failure to provide services or any delay in providing services caused by that event. If an event like this takes place I shall contact you to let you know as soon as is reasonably possible. The timetable agreed for the services will be extended for the duration of an event like this. If the event continues for more than 3 months you will be able to cancel any booked sessions and I shall refund to you any fees you have paid in advance for products/ services which have not been provided.

## My Liability

If I do not provide the services to you in accordance with these terms and with reasonable skill and care, I am only responsible for any losses you might suffer which are a foreseeable result of my breaking these terms. In other words, I am only responsible for any loss where it is obvious that it would happen. I am not responsible to you for any loss that is beyond my control. My total liability is limited to the amount of the fees paid by you for the products/ services.

By agreeing to these terms, you confirm your understanding of & agreement with, the following:

\* that wellbeing coaching, utilising hypnosis and hypnotherapy & other appropriate techniques, is not meant to diagnose or medically treat any

disease, but rather it is intended to provide information, awareness, and motivation that will promote wellbeing

\* that wellbeing coaching, utilising hypnosis & hypnotherapy & other appropriate techniques, is designed to give insight and tools into your innate potential and guide you into being more effective for yourself

\* that wellbeing coaching, utilising hypnosis and hypnotherapy & other appropriate techniques, is not a substitute for conventional medicine, and you are encouraged to seek the advice of a licensed health care provider should you choose to, with regard to treating specific medical or psychological problems

\* that providing false/ inaccurate information may impact the effectiveness of the products/ services and could possibly exacerbate the situation

\* that you have read this document and understand that, like the other healing arts, the practice of wellbeing coaching, utilising hypnosis and hypnotherapy & other appropriate techniques, is not an exact science. Therefore, results are not guaranteed, nor are refunds given for services rendered

