



Contact:
+44 077 8974 0933
info@wuhylife.co.uk
www.wuhylife.co.uk

Wu Hypnotherapy and Life Coaching Limited Terms of Service

Please read through carefully before signing the 'Client Declaration of Agreement' at the bottom of this form.

Confidentiality

All of our interactions (conversations, client information forms, email, etc.) will remain strictly confidential, meaning that Wu Hypnotherapy and Life Coaching Limited will not share any information provided by you with anyone without your express consent unless you have told us that you are a harm to yourself or someone else in which case we would contact your doctor. Any information you have provided will be processed in accordance with the Data Protection Act 2018. Our full privacy notice is also available at www.wuhylife.co.uk.

Availability

You may feel free to contact us outside of our scheduled sessions by phone or by email. In fact, we encourage you to stay in touch via email as this provides an easily accessible way for us to monitor your progress and to add extra insights during your journey. We will do our best to return all phone calls and emails within 24-hours of receiving them (except when out of town or on holidays).

Commitments and Integrity

If we make a promise to you, we will always do our best to keep to it – in the way promised and in the time frame promised. If, in exceptional circumstances only, we are unable to keep a commitment, we will notify you of this as soon as we know of the need for change. We will deal with you at the highest standards of integrity, honesty, professionalism, and respect. We will let you know if at any point in time We feel that our involvement is not likely to make a positive difference in your life and/or business. By the same token, We expect you to keep any promises or commitments made during our sessions, including homework that we set you.

Non-Judgment

We are not here to judge "right" or "wrong". Your therapist is here to help you get the life you want. As there may be times when you will share information that may make you vulnerable, We assure you that we will treat your choices and actions (past, present, or future) with respect.

Feedback

Give and ask for feedback as much as possible. Let us know when something is working for you, as well as when something is not. The earlier the better. If we ever do or say anything that upsets you or does not feel right, please bring it to our attention so that we can resolve it as soon as possible. Our objective is to have a relationship that is fully open, honest, real and trusting.



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Payment

For latest fees for sessions and plans please see our website.

Our preferred method of payment is via BACS by 24 hours before session, or by Cash on the day. Please let us know how you wish to pay by 24 hours before the session.

BACS Payment Details:

Company name: Wu Hypnotherapy And Life Coaching Limited

Bank: Starling Sort Code: 60-83-71 Account Number: 61087207

Cancellations

Single Sessions:

Payment is required before the session, unless agreed otherwise (please contact prior to booking if you need a more affordable payment plan). If you need to cancel or reschedule please do so within 24 hours of the appointment time, otherwise you will only be refunded 50% of the fee for that appointment.

Multiple Session Programmes (Such as Prime Life or Stopping Smoking):

Payment is required before the first session, unless agreed otherwise (please contact us if you need a more affordable payment plan, such as paying monthly). If at any point you decide to cancel the programme then you will be refunded any fees paid on a pro-rata basis depending on how many sessions you have had up to that point. If you decide to cancel the programme less than 24 hours before an appointment you will only be refunded 50% proportion of the fee for that appointment, the remainder of the future appointments you have paid for will be refunded in full.

General

If you are delayed for an appointment, please call us to let me know on **07789740933**. Wu Hypnotherapy and Life Coaching Limited do reserve the right to cancel the appointment should you be so late that it is going to impact on the therapist's future engagements and plans that day (including personal).

Complaints

If our service in anyway falls short of the standards we set or that you expect, then please raise with your therapist in the first instance. We will do our utmost to ensure that your needs are always met. However, if you feel the need to escalate the complaint then you can do so in writing to info@wuhylife.co.uk. If any complaint still re-



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mains unresolved to your satisfaction then please contact the General Hypnotherapy Register admin@general-hypnotherapy-register.com.

Online video meetings (If applicable)

If your appointment is happening via online video, then please familiarise yourself with the following conditions (as per General Hypnotherapy Register requirements) and confirm that you agree and understand by printing your name and email address at the bottom of this form:

- i) You confirm that if you are suffering from any diagnosed psychiatric condition, psychological illness or epilepsy, or are under the supervision of a psychiatrist — that you will discuss these with the therapist from the outset, in order to make appropriate arrangements if required.

- ii) You have provided the correct address and contact details of your online location.
- iii) You have provided the correct name and full practice address and telephone number of their GP and you authorise your therapist to contact the GP if the therapist regards it as essential for either the wellbeing of the client or others.
- iv) You will take part in all sessions free from the influence of either alcohol or drugs and will provide a list of any prescription medicines you are currently taking.
- v) You will ensure that the environment in which sessions are undertaken shall be safe and free from distractions and will inform the therapist if there is anyone else present or monitoring the session.
- vi) You will not record the session (either by sound or visual means) without prior permission from the therapist.
- vii) You understand and accept that the therapist may terminate the session without warning if the therapist should determine that the session has been booked for some purpose other than to receive therapy, and that should this occur, you will remain liable for any session fee that may have been paid in advance.
- viii) You will provide suitable identification as a means for the therapist to be able to verify you are the client they have agreed to be treating.

Client Declaration of Agreement

I have read and understand the above conditions for online video meetings. I also understand and am in agreement with all the other terms stated in this document.

I understand that any future transactions and sessions between myself and Wu Hypnotherapy and Life Coaching will only take place with full agreement between both parties.

Wu Hypnotherapy and Life Coaching Limited
Registered Company Number: 12514857
Registered Address: 12 Helena Road, Norwich, United Kingdom, NR2 3BZ