

It's Your Life
Live it the way YOU want

CLIENT TERMS AND CONDITIONS

Please read these terms and conditions which apply to the provision of my professional services. By making an appointment, you are agreeing to the following terms and conditions. If you are unable or unwilling to agree to these terms and conditions, then you should not book an appointment or continue with your course of therapy.

FREE INITIAL CONSULTATION

You may be offered a free 20 minute online initial consultation. No hypnotherapy will be provided during the consultation.

The purpose of this initial consultation is to determine if the presenting issue is within my scope of practice, if I'm the right practitioner for you, or if I need to refer you to another practitioner. During these calls, estimates of the number of sessions required to assist with your presenting issue are given on the basis of the information presented at that time. Estimates are only rough guidelines and are subject to change.

BOOKING & PAYMENT

In-person sessions: A non-refundable deposit of \$_____ US Dollars is payable at the time of booking your first in-person session. The balance of the fee is due at least 48 hours prior to the first session. No refunds will be issued for cancellations within 48 hours of the session appointment.

Online sessions: No deposit is required for online sessions, however payment for online sessions must be made in the amount of \$ _____ US Dollars at least 24 hours before the scheduled session start time. Where payment is not received 24 hours before your session, the session will be cancelled and may be offered to someone else. It is your responsibility to pay the session fees before each scheduled session in order to confirm the appointment booking.

CANCELLATION, RESCHEDULING & REFUNDS

Cancellation & rescheduling

All sales are final. I do not accept returns on products and programs, including RTT Rapid Transformational Therapy or Life Coaching sessions, and are non-refundable.

For individual RTT hypnotherapy or life coaching sessions, please provide 48 hour notice of cancellations or rescheduling to avoid forfeiture of the session(s) and or cancellation fee's. Cancellation fee will be 50% of original contract fee. Client agrees to verify group coaching schedules in advance and to read promptly all communication sent by It's Your Life, LLC regarding scheduling.

Refunds

No refunds will be issued for cancellations within 48 hours of in-person hypnotherapy or life coaching sessions or 24 hours of online sessions.

Session fees are for my time and professional expertise and are not a guarantee of a successful outcome. Therefore, no refunds will be given for any sessions where you have attended and paid for the session.

Session Fees

All professional fees will be disclosed to you prior to booking. My professional fees are subject to review and may increase from time to time. You will always receive confirmation of the professional fees before booking.

Payment Methods

Payment may be made online via credit/debit card or PAYPAL™, and is the accepted Method of Payment at this time.

CONTACT BETWEEN SESSIONS

Any contact between sessions will be by telephone, email or text during office hours only (office hours are 10:00 AM until 4:00 PM, Monday - Friday) and are subject to change. Any messages received outside of these hours will be dealt with during office hours only except in cases of emergency.

MEDICAL OR PSYCHOLOGICAL CONDITIONS

I may ask questions about your medical history to establish any contra-indications to treatment. This will also help to assess whether your health is affecting (or being affected by) the therapeutic goals you wish to achieve. Please update me of any medical changes during your course of hypnotherapy, or if you are returning to hypnotherapy after a period of absence.

If you are receiving care or treatment from any medical, healthcare or therapy practitioner, ex.. GP, Psychologist, Psychiatrist or Counsellor, you may be asked to seek their permission before any hypnotherapy sessions can commence.

By signing this agreement engaging It's Your Life, LLC and Kay Graham, Client acknowledges that life coaching is not a form of or substitute for counselling, psychotherapy, mental health care or other medical health care intervention of any kind. It's Your Life, LLC and Kay Graham is not, and does not claim to be, licensed medical or mental health professionals, and life coaching is not a licensed activity in the State of Texas.

If client is currently under the care of a mental health professional, it's the Client's responsibility to consult with that person regarding the advisability of working with a life coach, if at any time Client feels the need for professional counselling, Client agrees to promptly seek the assistance of a licensed professional. In addition, Client understands that participating in hypnotherapy or life coaching entails

risk of mental or emotional upset as well as risks that may be foreseeable at this time. By signing the Agreement Client agrees freely and voluntarily assumes such risk.

Client further understands and acknowledges that desired or anticipated results may not be achieved, and Client takes full responsibility for Client's results, personal health and well-being and actions and decisions.

Please note that I will be unable to offer my professional services if you suffer from epilepsy or any form of psychosis.

AGE RESTRICTIONS

You must be at least 18 years old to participate in online sessions. I do not work with clients under the age of 18 years.

ATTENDING YOUR SESSIONS

Please ensure that you are available at your session start time. If you are running late, please let me know as soon as possible. I will do my best to make a full session available, however, as the ability to do this will depend on bookings after your session, this cannot be guaranteed.

HYPNOTHERAPY RECORDINGS

Hypnotherapy recordings should not be listened to whilst driving, operating machinery, or undertaking any other activity where concentration is required. Any recording provided is for your personal use only and must not be shared, lent, copied, or sold under any circumstances.

OUTCOME OF SESSIONS

The agreement to work on the issues presented by you in no way implies or guarantees the resolution of your presenting issue(s). No outcome can or will be guaranteed. However, I will always endeavour to use my best efforts and skills to work towards your goals and intended outcomes.

STANDARDS OF BEHAVIOUR

During the course of any hypnotherapy or life coaching sessions, I will treat you with respect and not abuse the trust you place in me. I will use best practice at all times in our mutual interest. In return, you undertake not to harm yourself, or any other person, including me, or any property belonging to either me or any other person.

AUDIO RECORDING(S)

Client gives full permission to the making audio recordings that may include my voice. I understand that if a recording (or recordings) is made during or after my session(s)

Kay Graham retains full copyright over any forms of media that may be produced and distributed to me.

DEEPENING PROCESS

The Client hereby agrees to undergo non-therapeutic hypnotism under the guidance of It's Your Life, LLC and *Kay Graham* to respectfully lift my arm, touch my shoulder, or rock my head during my Rapid Transformational Therapy® session(s) in order to help facilitate the deepening process.

CONFIDENTIALITY

All contact, including sessions, telephone conversations and emails, will be conducted in confidence and may be recorded. Prior to any recording, your agreement will be sought. All recordings, conversations and notes will remain confidential, except in the following circumstances:

1. Where you give permission for confidentiality to be broken
2. Where I am compelled by a court of law
3. Where the information is of a nature that confidentiality cannot be maintained, for example:
 - The possibility of harm to yourself or others exists.
 - In cases of fraud or crime
 - When minors (under 18 years old) are involved
4. Where a referring GP or other healthcare professional requires a report. A copy of the report will be available on request.

TERMS AND CONDITIONS UPDATES

These terms and conditions are subject to revisions without notice. Please familiarize yourself with any amendments if you have re-started hypnotherapy or life coaching with me after a long period of absence.

DATA PROTECTION

For my services, your personal data is collected, processed, used and stored in accordance with the attached privacy policy. By booking an appointment, you signify your acceptance of this Privacy Policy. If you do not agree to this policy, please do not book an appointment. The terms of this Privacy Policy may change from time to time without prior notice to you, so please check my website periodically for any changes.

CONCERNS & COMPLAINTS

If you have a concern or complaint regarding your therapy, please discuss this with myself in the first instance and I will endeavour to resolve the issue.

STATEMENTS OF UNDERSTANDING

By signing the Terms and Conditions Agreement, you agree to abide by the terms and conditions of this Client Agreement. You also agree with the statements below:

I confirm that I have been advised by It's Your Life, LLC of the scope of the hypnotherapies that she provides and give my full consent to receiving hypnotherapy sessions or life coaching from It's Your Life, LLC and Kay Graham.

I understand that results may vary from person to person and the agreement by It's Your Life, LLC to work on the issues or problems presented by me, using whatever therapies are appropriate to my

situation, in no way implies or guarantees the resolution of any presenting problems or issues.

I understand that hypnotherapy or any other therapy or information provided by It's Your Life, LLC either in person or via telephone, email or internet, is not a replacement or substitute for medical psychological or psychiatric treatment. If I have any doubts or concerns about my health, I will seek advice from an appropriate qualified healthcare professional.

I declare that, if advised by It's Your Life, LLC prior to or following any hypnotherapy sessions, to seek medical approval, I will consult with my GP, hospital consultant and/or other healthcare professional and gain the appropriate written approval for It's Your Life, LLC and Kay Graham prior to the next hypnotherapy session.

I have been advised that I am free to terminate any or all hypnotherapy or life coaching sessions at any time.

I understand that my level of motivation is vital in the hypnotherapy process, and I agree to participate to the best of my ability at all times, including making reasonable use of therapeutic suggestions during and between sessions, as well as listening to recordings as instructed and/or carrying out other therapeutic tasks as appropriate.

I agree not to attend sessions under the influence of alcohol or recreational drugs, except those medications which have been prescribed by my doctor. If I do attend any sessions under the influence of alcohol or recreational drugs, or demonstrate violent or abusive behaviour, It's Your Life, LLC/Kay Graham will cancel the session and may refuse to see me for any further sessions without refunding any payment already made.

I have accurately and truthfully answered any questions and provided background information during the initial consultation and /or first therapy session and will continue to do so during any subsequent hypnotherapy or life coaching sessions.

CONFIDENTIALITY

By signing this form, I consent that *It's Your Life, LLC* may release information to a specific individual or agency if it has been determined that a vulnerable person (child or elder) is at risk; if I, as a client, am in imminent danger to myself or others; or if a subpoena of records has been requested.

I also understand that, at any time, *It's Your Life, LLC* may discuss aspects of my case with other colleagues keeping my full name and identity completely confidential always unless I have given permission otherwise.

PROVIDER

CLIENT

Kay Graham

Signature

PRINT

COMPANY

It's Your Life, LLC

A Texas Limited Liability Company

By: _____

Kay Graham, Owner