

Terms and conditions of therapy at Abundance TEC Ltd
(Abundance Therapy Education and Coaching)

Guidelines for Therapy & Privacy Agreement

The following is applicable to both online and face-to-face therapy and coaching:

- The initial session will take up to 60 minutes. All sessions after this are 50-60 minutes long once a week or every other week unless agreed and I adhere to this time scale because otherwise other clients' sessions can be disrupted.
- Abundance TEC requires full payment of sessions prior of the session, this can be made via our booking system. If you require to pay via bank transfer, we can email details. Payment must be made no later than 48 hours prior to your appointment.
- If you wish to change your appointment date or time, you are required to do so via telephone or text, within 48 hours of the original planned appointment. Failure to do so will result in your missed session being charged in full.
- There are periods of time when our therapists take annual leave, but you will be informed of any changes to your schedule in advance.
- Our team are unavailable to take calls between appointments, but you are welcome to call and leave a message on our answer phone, send an email or a text if you need change or cancel appointments and they will get back to you promptly.
- We use Jane App for our appointment scheduling, client notes and payments. All Jane App Policies including Terms of Use regarding the software for our booking system can be found <https://jane.app/legal/terms-of-use>
- Your sessions with our therapists will be confidential as per the Data Protection Act guidelines and outlined on ico.org.uk. However, as a hypnotherapists and psychotherapists, our team of therapists are required to have regular supervision and may need to discuss our work with their Supervisor. This is to meet the standards of the regulatory board. This is rare, but if this is the case, they will not disclose your name or anything that would enable you to be identified, to the supervisor.

Abundance TEC Ltd Terms and Conditions of Therapy

- Our therapists will not confer with your doctor or any other person of a professional standing without your knowledge and written permission. When agreement is made between you and your therapist regarding the consensual sharing of information, it will only ever be non-specific information shared, such as name/address/birthdate or a treatment plan outline.
- Hypnotherapy is not recommended for anybody experiencing certain mental disorders or psychiatric conditions. Therefore, our therapists upholds the right to refuse to take a client into hypnosis if they feel it will be detrimental to their overall well-being. In rare situations like these, our therapists will recommend the client go to their GP for help and advice instead.
- If there is convincing evidence that you intend to harm yourself or others, our therapists will need to break confidentiality by informing your doctor, or someone in authority, but again this would only take place with your prior knowledge.
- Our therapists and the therapy we offer are not an emergency mental health service. If you feel you need to access emergency mental health services, this should be accessed via your GP, 111 service or A & E.
- Therapists will keep brief notes after a session, which will be securely stored via our CRM. Clients before June 2024 will be transferred to this system. All notes and forms prior to this will be locked cabinet and/or on an electronic device that is password protected. Nobody else will have access to those notes.
- We have password protection and encryption on all devices that use electronic data, such as computer/phone/tablet. No one has access to those devices but our team, so if we converse via any of those methods in the way of email or text, you can be assured of confidentiality.
- Therapists only keep your details for as long as is necessary. Your client file, which contains brief notes about the work we do together, is held for a period (7 years) as set out by my insurer & as per GDPR regulations. Information for how our CRM system collects data and policies can be found <https://jane.app/legal/privacy-policy>

Abundance TEC Ltd Terms and Conditions of Therapy

- On rare occasions, it may be that our initial work together may highlight the need for me to recommend you for referral to another hypnotherapist or counselling or health care practitioner for some form of specialist therapy or medical care. In this instance your options will be explained to you fully.
- Disclosure in the public interest, based on common law, are made where this is essential to prevent a serious and imminent threat to public health, national security, the life of the individual or a third party, or to prevent or detect serious crime.
- You are welcome to request a copy of your client file, or can request that we delete your information, but you are required to do this in writing either via email or post.
- All our therapists hold a full enhanced DBS, are fully insured and members of the APHP/NRPC Regulatory boards.
- As with all therapy, there are no guarantees or refunds. We cannot guarantee client outcomes.
- Each therapist is individually responsible for their clients and the notes that they make on the CRM system, Jane App. Abundance TEC Ltd does not hold any responsibility for therapists work with individual clients.
- Therapists do not collaborate with each other for individual client sessions. However in the case of an emergency, such as therapist's absence another Senior or Associate therapist may need access the database to cancel client sessions. This would be the same as a Doctor's secretary or receptionist cancelling appointment and asking clients to reschedule.
- Above all, these guidelines are there for the benefit of our clients. It helps to contain the sessions and ensures that you get the absolute best out of your sessions with our experienced and qualified therapists.

Online therapy and coaching

If attending an online therapy appointment, you are agreeing to Abundance TEC sending you a meeting request to attend a Zoom meeting, via the agreed email address that you have provided. You will not share this meeting code with anyone other than yourself, to ensure compliancy with GDPR regulations, and to protect your own privacy. You should ensure that you have access to a laptop or tablet for online sessions to take place. You should ensure these are placed in a secure position, such as a desk or table whilst therapy is taking place. It is the client's responsibility to ensure they are in a safe space for therapy to take place, for online therapy sessions.

Face-to-Face therapy and coaching

If attending a face-to-face appointment you are agreeing to coming to see one of our therapists at Abundance TEC, at our clinic based in Rochester or Chatham Kent, for the purpose of hypnotherapy, psychotherapy, well-being and/or coaching and education consultancy:

Rochester Office:

- This is our main office and the majority of appointments will take place here. The address is Fort Pitt House, New Road, Rochester. You come in via the entrance to City Way Health Clinic and can wait in reception/waiting room. There is pay and display parking along New Road-please use this where possible. Message on 07803415729 upon arrival and the therapist you are booked in with will meet you. please try to arrive for your appointment on time. If you are a little early, please wait until your allocated time. As you can appreciate, this ensures that other clients leave the building prior to your arrival which is far more comfortable for everyone.

Chatham Office:

- Abundance TEC Ltd.'s Chatham office does not have a waiting room at the Chatham Office, so please try to arrive for your appointment on time. If you are a little early, please wait until your allocated time. As you can appreciate, this ensures that other clients leave the building prior to your arrival which is far more comfortable for everyone. Message on 07803415729 upon arrival and the therapist you are booked in with will meet you at the side gate.

Working with Children

- When working with clients under the age of 18, or where parents have responsibility over a child's decision making, over the age of 18, the parent will complete the form on behalf of the child. The person completing any intake form must be the parent/guardian of said child and give their permission and consent for our therapists at Abundance TEC Ltd to work with their child.
- Children attending sessions must wish to attend and should never be forced to attend sessions. If one of our therapists was to feel that a child is not benefiting from attending sessions, they will speak with parents/carers directly to sign post to alternative provision.
- By consenting to your child attending sessions, you are agreeing to our therapists using various talking therapy, clinical hypnotherapy, psychotherapy, and appropriate educational techniques.
- You are also agreeing that if there was a safeguarding or child protection concern the therapist working with your child has the right to contact an appropriate person from an appropriate service, for example Social Services and/or my child's GP.
- Any person making a decision for their child should consider whether it is appropriate to consult others, including all with parental responsibility, for your views on what is in your child's best interests.
- Our therapists do not provide any reports for children and sessions should not be used for evidence purposes, including reports for family custodial agreements, divorce settlements and/or EHCP or access to alternative educational provision.

Disclaimer:

As professional, qualified, and accredited practitioners of hypnotherapy, psychotherapy and coaching, our therapists take their responsibility to their clients very seriously and work towards helping clients in the best way they can. However, the advice on www.abundancetec.co.uk and social media pages associated with Abundance TEC Ltd is for information purposes only. It is not designed to diagnose, treat or substitute advice or treatment from a medical professional, a GP or Consultant. Our therapists are complimentary therapists, meaning that they work alongside the work of GP's and medically trained individuals, not in replacement of.

Abundance TEC Ltd (Therapy Education and Coaching) does not guarantee the effectiveness of treatment in any individual cases. As with everything in life there really can be no guarantees that any courses of action will solve your issues. Results may vary. This is because our therapists are not in control of the client and it is important to understand that hypnotherapy, psychotherapy, talking therapy, educational or coaching services are not a 'magic pill'.

Occasionally our therapists may require clients to consult with their GP before gaining consent to undertake hypnotherapy. Although hypnosis can help alleviate symptoms, it is highly important that you first consult with your GP as we do not want to 'mask' symptoms that could be signalling the need for urgent medical attention.

Any therapy requires the client be committed to change and be prepared to make the effort to make that change a reality in their own lives. If our therapists recommend clients listen to CD's or recordings between sessions, then, in order for the treatment to be most effective, the client should follow this advice.

Hypnotherapy is not recommended for anybody experiencing certain mental disorders or psychiatric conditions, such as bipolar, schizophrenia and more. Therefore, our therapists uphold the right to refuse to take a client into hypnosis if they feel it will be detrimental to their overall wellbeing. In rare situations like these, our therapists will recommend the client go to their GP for help and advice instead.

Our therapists can provide estimations regarding the session amount needed for various conditions or issues, but these act only as guidelines. Together therapists and their client will jointly review progress from time to time.

Never listen to hypnosis audios whilst driving or operating machinery and always choose a safe and secure environment. The audio products have been developed to assist you but can give no guarantee; you are the only one who can provide a guarantee of your own success.

Abundance TEC Ltd Terms and Conditions of Therapy

Abundance TEC Ltd
www.abundancetec.co.uk
Email: hello@abundantec.co.uk
Phone: 07803 415729