

KLARA MOTTLOVA

CAMBRIDGE LOW COST COUNSELLING
& HYPNOTHERAPY

SUPPORT • UNDERSTANDING • CHANGE



Terms & Conditions

1. Introduction

These Terms & Conditions outline the general basis on which counselling and hypnotherapy services are provided. By booking an appointment, you agree to these Terms & Conditions as well as the Client Agreement and Privacy Policy, which contain further detail.

In the event of any inconsistency, the **Client Agreement takes precedence**.

2. Services Provided

The practice offers:

- Counselling
- Hypnotherapy

All services are provided in line with professional ethical standards and within the practitioner's scope of practice.

Services are not suitable for crisis support. If you are in immediate danger or require urgent support, please contact emergency services or a crisis helpline.

3. Appointments & Booking

- Appointments can be booked via the online booking system or by contacting the practice via email or text message.
 - Email and text communication is used for **scheduling and administrative purposes only**.
 - Clients are responsible for attending sessions at the agreed time.
 - Appointment times and frequency are agreed between client and practitioner.
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4. Fees & Payment

Fees are as follows:

- Counselling: **£45 per 50-minute session**
- Hypnotherapy: **£60 per 60-minute session**

Payment terms:

- Payment is required **no later than 24 hours prior to the scheduled session**
- Sessions may be paid online at the time of booking
- Preferred payment method is **bank transfer**
- Cash payments may be accepted if agreed in advance

Appointments are only confirmed once payment has been received where applicable.

5. Cancellations & Missed Appointments

- A minimum of **24 hours' notice** is required for cancellation or rescheduling.
- Cancellations made with less than 24 hours' notice will be charged at the **full session fee**.
- Missed appointments (non-attendance) will also be charged in full.
- Exceptions may be considered in genuine emergencies at the practitioner's discretion.

Full cancellation terms are detailed in the Client Agreement.

6. Client Responsibility

Clients agree to:

- Provide accurate and up-to-date contact details
- Attend sessions on time
- Ensure they are in a private and appropriate environment for online sessions
- Engage appropriately with the therapeutic process

Further responsibilities and expectations are outlined in the Client Agreement.

7. Confidentiality & Data Protection

All sessions are confidential and handled in accordance with professional ethical guidelines and applicable data protection law.

Confidentiality may only be broken in exceptional circumstances, including:

- Risk of harm to the client or others
- Safeguarding concerns involving a child or vulnerable adult
- Legal obligation to disclose information

Full details regarding confidentiality and data handling are set out in the Client Agreement and Privacy Policy.

8. Suitability of Service

The practitioner reserves the right to determine whether the service offered is appropriate for the client's needs at any point.

Where appropriate, referral to another service or professional may be recommended.

9. Communication

Contact via email or text is for **administrative and scheduling purposes only**.

These channels are not used for therapy, clinical advice, or emergency support.

10. Amendments

These Terms & Conditions may be updated periodically. The most current version will always be available on the website.

11. Governing Documents

These Terms & Conditions should be read alongside:

- Client Agreement (primary clinical contract)
- Privacy Policy (data protection and GDPR information)

Together, these form the full agreement between client and practitioner.