

ALC Hypnotherapy Terms & Conditions (NCH Registered Member)

Practitioner: Amy Craddock – **MNCH (Reg.)**

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1. Professional Status

I am a **Registered Member of the National Council for Hypnotherapy (NCH)**, adhering to their Code of Ethics and Professional Conduct. I hold the Hypnotherapy in Practice Diploma (HPD) and the Diploma in Advanced Hypnosis (DAH). I hold Professional, Public & Products Liability insurance, ensuring professional accountability and client protection.

2. Nature of Hypnotherapy

Hypnotherapy is a **complementary therapy** intended to support wellbeing, personal development, and behavioural change. It is **not a substitute for medical, psychiatric, or psychological treatment**. Individual results may vary, and no guarantees are made. I am unable to treat patients with psychosis, schizophrenia and bipolar disorder.

3. Medical Disclaimer

I do **not diagnose or treat medical or mental health conditions**. Clients with medical or psychological concerns should consult a **GP or qualified healthcare professional**. Hypnotherapy is provided for wellbeing and personal development purposes only.

Clients should seek the advice of a qualified medical practitioner before commencing any treatment or if I have questions relating to my mental or physical health, physical fitness or medical conditions. It is not recommended that you stop or alter any treatment you are currently on without prior consent from your doctor or mental health advisor.

4. Client Responsibility

Clients must provide accurate information about health, medications, or relevant conditions. Participation is voluntary, and clients may **stop a session at any time**. Clients accept responsibility for decisions made following sessions.

5. Confidentiality & Data Protection

All sessions are confidential. Client information will only be disclosed:

- With explicit client consent
- If legally required (e.g., risk of serious harm)

Client data is processed in accordance with **UK GDPR** and the **Data Protection Act 2018**.

6. Payments

Payment for sessions is required **at the time of booking the session**, unless otherwise agreed.

7. Cancellations & Missed Sessions

- At least **48 hours notice** is required for cancellations or rescheduling. You will then be refunded 50% of your fee.
 - Late cancellations or missed sessions will be charged **in full**.
 - Online sessions follow the same policy.
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8. Late Arrivals

If a client arrives late, the session may be shortened, but **full session fees** will still apply.

9. Suitability & Right to Refuse Service

I reserve the right to **refuse or terminate a session** if:

- Hypnotherapy is deemed unsuitable for the client
- The client is abusive, threatening, disruptive, or behaves in a way that endangers the therapist or others

In such cases, the session may be terminated **immediately**, and fees may still apply at the practitioner's discretion.

10. Liability

I will not be held liable for outcomes beyond my control. Participation in hypnotherapy is **at the client's own risk**.

11. Complaints Procedure

- Any complaints should first be addressed directly to me.
 - If unresolved, clients may contact the **National Council for Hypnotherapy (NCH)**, which handles professional conduct complaints for members.
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12. Governing Law

These terms are governed by the laws of **England and Wales**.

