Grainne McAuliffe RTT®

CLIENT TERMS AND CONDITIONS

Practitioner: Grainne McAuliffe, RTT®Therapist, Certified Hypnotherapist

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 online initial consultation. No therapy will be provided during the consultation.

The purpose of this initial consultation is to have a confidential conversation to discuss how working together with Rapid Transformational Therapy may help to achieve your desired outcome. During these calls, estimates of the number of sessions required to deal 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 €50 is payable at the time of booking your first in-person session. The balance of the fee is due at least 24 hours prior to the first session. No refunds will be issued for cancellations within 24 hours of the session appointment.

Online sessions: No deposit is required for online sessions; however payment of €395** for your RTT Hypnotherapy Session*1 must be made at the time of booking, and at least 48 hours before the scheduled session start time. Where payment is not received 48 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.

****90-Day programme :Special Introductory Rate Offer****
These payments are
Deposit /Session 1: €395
Balance/Session 2: €345

A second payment of €345**is due at the time of booking your RTT Session *2 . This completes your total payment of €740 for your 90-day Transformation and Thrive Programme.

CANCELLATION, RESCHEDULING & REFUNDS

Cancellation & rescheduling :

If you need to cancel or re-schedule a session, please provide as much notice as possible. Notification to be made via email or phone call, at least 48 hours before an in-person session or 24 hours for an Online session.

Refunds

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

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

Where a discount package or therapy program has been booked and paid for in advance, if you choose to discontinue your therapy process before attending all the sessions, a pro rata refund will be issued after deduction of the full standard session fee for any sessions you have attended.

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, Revolut, Stripe or PAYPAL™. Payment for in-person sessions can also be made via credit/debit card at the end of your in-person session. Cash and cheques will not be accepted without prior agreement.

CONTACT BETWEEN SESSIONS

Any contact between sessions will be by telephone, private messaging, or email. I will support you with a reply, usually within 24 hours, during my normal office hours (09:00 - 17:00 weekdays)

Any messages received outside of these hours will be dealt with during office hours only.

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 therapy, or if you are returning to therapy after a period of absence.

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

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

AGE RESTRICTIONS

You must be at least **18 years old** to participate in online sessions. Clients under the age of 18 years old must be accompanied by a parent or guardian..

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, in the expectation that you fully commit to collaborate with me in working together.

STANDARDS OF BEHAVIOUR

During the course of any therapy sessions, I will treat you with respect and not abuse the trust you place in me. I will use best practices 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.

You agree not to attend sessions under the influence of Alcohol or recreational Drugs, except those medications which have been prescribed by your doctor. If you do attend any sessions under the influence of alcohol or recreational drugs, or demonstrate violent or abusive behaviour, I will cancel the session and may refuse to see you for any further sessions without refunding any payment already made.

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.

LIABILITY & INDEMNITY

Under no circumstances will Grainne McAuliffe be liable for any damages, including without limitation, direct, indirect, incidental, special, punitive, consequential, or other damages (including without limitation lost profits, lost revenues, or similar economic loss), whether in contract, tort, or otherwise, arising out of the advice or information provided to you during professional services provided by Grainne McAuliffe. In addition, you agree to defend, indemnify, and hold Grainne McAuliffe harmless from and against any and all claims, losses, liabilities, damages and expenses (including legal fees) arising out of your participation in the professional services.

GOVERNING LAW

These terms and conditions and any other matters arising out of or in relation to these terms, shall be governed by and construed in accordance with the laws of Ireland. You agree to submit to the exclusive jurisdiction of the Irish courts to settle any dispute which may arise out of or in connection with these terms and conditions.

TERMS AND CONDITIONS UPDATES

These terms and conditions are subject to revisions without notice. Please familiarise yourself with any amendments if you have re-started therapy 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 following privacy policy {* Statement provided seperately*} 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 information updates (provided by email) periodically for any changes.

CONCERNS & COMPLAINTS

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

STATEMENTS OF UNDERSTANDING :

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

I confirm that I have been advised by Grainne McAuliffe of the scope of the therapies that she provides and give my full consent to receiving therapy sessions from Grainne McAuliffe, RTT Registered Therapist.

I understand that results may vary from person to person and the agreement by Grainne McAuliffe 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 Grainne McAuliffe 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 Grainne McAuliffe prior to or following any therapy 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 Grainne McAuliffe prior to going ahead with the next therapy session.

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

I understand that my level of motivation is vital in the therapy 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 Audio/MP3 recordings and/or carrying out other therapeutic tasks as appropriate.

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

SIGNATURE

Please provide an e-signature as requested below.

Alternatively, a copy of this agreement may be printed , signed and scanned to return.

CONFIDENTIALITY

By signing this form, I consent that *Grainne McAuliffe* 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, *Grainne McAuliffe* may discuss aspects of my case with other colleagues, keeping my full name and identity completely confidential always unless I have given permission otherwise.

Full Name: Signature:

Date: