

Terms and Conditions of Engagement for therapy

Working with me

As a holistic trauma practitioner, I work with you to support your healing and growth using a variety of psychosensory therapies (somatic or body-based) which may include, but are not limited to:

- EFT (tapping) & Havening (both psychosensory techniques)
- Hypnotherapy
- EMDR (Eye movement desensitisation and reprocessing)
- Wellbeing coaching

I work **somatically (using the body)** because this is where your unconscious beliefs and memories are stored; these shape your response to the world and your behaviours in the present. What I offer is **not a talking therapy**, although we will gather information at the initial consultation and, of course, we talk about your issues to ascertain where you are currently in life and where you would like to be. Because my focus is **trauma-informed**, I often discuss the effect on you of past incidents in your life to get a picture of you as a person. I have found that most people have traumas or **unresolved emotions** which **change the brain's response to stress**, affecting your physiology and hence giving you multiple seemingly-unrelated symptoms. To resolve the symptoms, we have to address this root cause **physiological re-set of your nervous system**.

Payment

By reading this and signing where indicated below, you agree that you wish to become a client of mine. Any participation in this service will constitute acceptance of this agreement. You agree to pay for an initial consultation and, if satisfactory and we agree it at that session, a minimum package of 3 sessions in the first instance (6 sessions for Chrysalis Effect clients). Thereafter sessions are in groups of 3 with **a maximum of 24**. *No ad hoc appointments can be considered*. Costs are as indicated on my website or leaflet. **Payment must be received no less than 48 hours before the agreed consultation package and will be considered provisional until payment is received**. Easy payment terms can be arranged please ask. Payment options are, in order of preference:

- Direct credit transfer to my **bank account: 00280389. Sort Code: 11-06-97. Halifax**.
- Cheques are accepted no later than 5 days before our consultation as bank clearance takes 3 days
- Paypal – I have a Paypal account patriciaworby (Alchemy therapies). You can pay via credit or debit cards but an additional charge is made (3.5% currently) to cover Paypal's charges to me. I am currently unable to accept credit cards over the phone.

Please note: you agree to pay for the full number of sessions regardless of whether you decide to attend them all. Furthermore, you are responsible for full payment regardless of how you choose to pay. I am **sorry but no refunds will be issued** and you are responsible for payment on a timely basis.

Booking consultations: Timing and Cancellations

The frequency of our sessions will be *at least* monthly or more frequently as agreed between us. This to ensure continuity of therapy. Sessions are booked for an hour (except the initial consult which is 1 hr 15 mins), **based on 50 minutes of session** time plus up to ten minutes for administrative arrangements. You agree to attend our sessions at the agreed time (whether in person or online) and to always give me at least **48 hours' notice of non-attendance** for whatever reason. **I reserve the right to charge for an appointment cancelled with less than 48 hours' notice**. This is to cover my time and the loss to my other clients of that time slot. I understand things can happen and if I can reschedule you I will, but unfortunately last minute cancellations have a consequence and I must ask you to respect this. Booking and re-scheduling can now be done by yourself up to 48 hours beforehand on alchemytherapies.youcanbook.me. Repeated failures to attend on time mean I reserve the right to no longer work with you. In return, I always aim to be on time for our sessions although, in the event of a technological failure outside of my control, I will *either* make up the time at the end of the session *or*, if that's not possible, at our next session. If for any reason I have to re-schedule a session, I aim to provide you with 48 hours' notice if at all possible.

Between session support

In order to maximise my time with clients, I have had to limit between session support. Reasonable support is provided by myself by email and/or text and is defined to be **not more than 3 brief emails a week from you**; they should be in regard to specific queries about issues raised during sessions or asked for by me as feedback. Please use a journal to record your feelings and experiences in more detail and we can then

discuss at our next session. If you find you need to discuss anything in detail before our next session then bring forward your next session. I reserve the right to not reply outside of my opening hours (as specified on my leaflet and website), although I will always aim to reply within 24 hours when possible. If I am away or otherwise out of office for longer than 24 hours, I will endeavour to post an out of office notice on my email server. **Phone support is not provided** for reasons that it is too disruptive to my working day as I have limited time in which to make calls. If you have to ring me and leave a message, please make the message short and to the point and I will reply by email or text when I can. *All clients should be physically able to manage at least a half-hour consult with me as this is the minimum I consider effective.*

Guarantees and additional material

As with all therapy, I offer no guarantee of success but will endeavour to do my very best for you to ensure your successful recovery or improvement. The therapy process is different for everyone, both in timing and quality. The whole focus of therapy is that **you take responsibility for your own recovery** rather than expecting me to 'fix you'. This will entail work in between our sessions as discussed between us including suggested reading material, apps or audio/video recordings but please note I **make no guarantees about the efficacy of any material** (whether digital or printed, my own or third party) I provide. I work in a mutually consensual, client-centred way but cannot perform miracles. The client shall remain registered with a medical practitioner at all times and take full responsibility for his/her choice to seek therapy, attend consults and follow any suggestions provided, imparting no blame or responsibility to me before, during or after the consult.

Revisions and termination

By signing below, you are acknowledging that you have read, agree to and accepted all of the terms and conditions contained in this Agreement. I may amend this Agreement at any time by sending you a revised version. I am committed to providing all clients with a positive experience. By signing below, you agree that I may, at my sole discretion, terminate this agreement, and limit, suspend, or terminate your work with me without refund or forgiveness of the remaining unused monies should your participation become disruptive to my other clients or my own wellbeing or I feel that working with you is not helpful for either of us.

Data Privacy and Confidentiality

I am committed to protecting your privacy and respect your confidential information provided to me whether by email or written forms and will never collect sensitive information about you without your explicit consent nor divulge it to anyone without your express permission, unless required by law. I will not sell your details to advertising companies and will not e-mail you unless you have given me your consent. Records will be securely stored and destroyed 7 years after conclusion of the contract. You have the right to a Subject Access Request and to request that your records be destroyed and you be forgotten. You have the right to withdraw consent by requesting this directly with me. Any re-booking after 1 year has elapsed will require the start of a new agreement between me and you, with a new intake form and initial consultation. This is to make sure that I have up to date information about you and your current situation. You agree to keep me updated of any change of address, bank details (where relevant to payment), or contact details while we are working together. By signing below, you acknowledge that any confidential information shared by you either on your intake form, during your sessions or via email with me is done so at your own risk, and you waive any right to seek recourse from myself, trading as Patricia Worby, Alchemy Therapies, for any loss or damage.

Intellectual Property

By signing below, you further agree that all materials and information provided to you by me are confidential and proprietary intellectual property (unless otherwise labelled), belonging solely and exclusively to myself, Patricia Worby, Alchemy Therapies and may only be used by you as authorised by myself, and **the reproduction, distribution and sale of these materials by anyone but me is strictly prohibited.**

Limits of therapy

I have made every effort to accurately represent the therapy I provide and its potential. Each individual's success depends on many factors, including his or her dedication, desire, and motivation and willingness to take action. By signing below, you acknowledge that you take full responsibility for your own progress and indemnify me against any failure. *Please note cannot provide a crisis or emergency service, if you need to speak to someone urgently please contact your GP, NHS 111 or the Samaritans (08457 909090).*

I consent to the terms and conditions above by Patricia Worby, t/a Alchemy Therapies for the duration of this contract (and where applicable, e.g. Data privacy, afterwards).

PRINT NAME _____ DATE _____

SIGNATURE _____ EMAIL _____