

Terms & Conditions

Introduction

This document sets out the terms and conditions for Life Coaching, Hypnotherapy and Time Line Therapy services provided by **Jules Whale** of **Jules Whale Life Coaching**. By engaging in these services, the client agrees to these terms.

Definitions

Life Coach/Hypnotherapist/Time Line Therapist refers to **Jules Whale** of **Jules Whale Life Coaching** providing services.

Client(s) refers to the individual/individuals engaging in Life Coaching/Hypnotherapy/Time Line Therapy services.

Session refers to Life Coaching/Hypnotherapy/Time Line Therapy or any related guidance offered during these sessions.

Services offered

- **Life Coaching:** Focus on achieving personal, professional and life goals through guided conversations, exercises and strategies.
- **Hypnotherapy:** A therapeutic process which uses hypnosis to facilitate behavioural changes, reduce anxiety or address other mental/emotional concerns.
- **Time Line Therapy:** A therapeutic technique used to help the client explore and reframe their past experiences in order to release negative emotions and limiting beliefs.

Confidentiality

All information shared during sessions will be treated as confidential, except where disclosure is required by law (eg risk of harm to client or others).

Written consent will be obtained before sharing information with others, except where required by law.

Code of Conduct

The coach/therapist/time line therapist will serve the client at all times with honesty, discretion, dignity and respect. The same will be expected from the client. The client is expected to actively participate and be open to the process for the best outcomes.

The client is expected to attend the sessions on time and ready to participate fully.

If at any time the coach/hypnotherapist/time line therapist feel the relationship is becoming unhelpful to the client, then it will be terminated, with consideration of refund if appropriate and at the sole discretion of the coach/hypnotherapist/time line therapist.

Fees and Payment

Fees for services will be discussed and agreed upon before the commencement of any sessions. Payment is required within the terms as set down by the coach/therapist. The client will receive a written invoice detailing the services/ packages offered.

Payment can be made via bank transfer or WorldPay.

An informal payment arrangement may be requested by the client and will be considered by the coach/hypnotherapist/time line therapist.

Cancellation Policy

Cancellation of any session, with less than 48 hours of notice, except in an emergency, can incur 50% of the session fee being withheld. Cancellation of any session with less than 24 hours of notice can incur the full 100% session fee being withheld.

Cancellation in unavoidable circumstances, by the coach/therapist will entitle the client to a prorated refund and rebooking the session at a mutually suitable time.

Refund Policy

Refunds for services are generally not provided, except in cases of emergencies or at the discretion of the coach/therapist.

Prepaid packages may be refunded on a prorated basis if agreed upon by both parties.

Results and Liability

The coach/therapist/time line therapist cannot guarantee specific results, as the client's progress depends on factors including their own effort and commitment.

The client acknowledges that Life Coaching/Hypnotherapy/Time Line Therapy do not replace medical treatment of psychological counselling but serve as complementary methods to assist individuals in achieving their personal, professional and emotional goals.

The client assumes full responsibility for their actions and decisions after sessions. The coach/therapist/time line therapist is not liable for any outcomes or losses resulting from client decisions or actions.

It is the clients responsibility to seek appropriate mental health or medical treatment for any underlying conditions.

Termination of Services

Either party may terminate the coaching relationship at any time with reasonable notice (see refund policy). If either party feels the services are no longer beneficial, they may request to discontinue.

Consent

By agreeing to these terms and conditions, the client gives informed consent to receive life coaching and hypnotherapy services.

[] I have read and understand the terms and conditions outlined above and agree to engage in life coaching and or hypnotherapy services under these terms

Signed:

Dated this:
