

Client Information & Therapy Agreement



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Contents

Welcome	1
1. About Therapy	2
2. Sessions	2
3. Fees.....	2
4. Cancellation Policy.....	2
5. Confidentiality	2
6. Record Keeping & Privacy	2
7. Online Sessions	2
8. Contact Between Sessions	3
9. Audio Recording.....	3
10. Ending Therapy	3
11. Complaints	3
12. Emergency Support	3
13. Consent.....	4
14. Agreement	4
Signatures.....	4

Welcome

Thank you for choosing Homeward Bound Hypnotherapy.

Taking the first step towards therapy can feel both important and sometimes uncertain. Whether you are seeking support with anxiety, confidence, habits, stress, emotional wellbeing, or positive change, I am glad you have chosen to explore Cognitive Hypnotherapy.

This document explains how I work, what you can expect from sessions, and the professional terms of therapy.



1. About Therapy

Cognitive Hypnotherapy is a modern, evidence-based approach combining hypnosis, cognitive psychology, and therapeutic techniques.

You remain fully in control during sessions. Hypnosis is a natural state of focused attention and cannot make you do anything against your will.

2. Sessions

First session: 60–90 minutes

Ongoing sessions: 60–75 minutes

3. Fees

£90 per session

Paid in advance via bank transfer or Stripe.

4. Cancellation Policy

24 hours' notice is required for cancellations or rescheduling.

Late cancellations or missed appointments may be charged in full, as the time is reserved specifically for you.

5. Confidentiality

Everything discussed is confidential unless:

- *There is risk of serious harm*
- *Safeguarding concerns arise*
- *Required by law or court order*

Where possible, these situations will be discussed with you first unless doing so increases risk.

6. Record Keeping & Privacy

Brief clinical notes are kept after each session. These notes are factual, professional, and not verbatim transcripts.

Client records are stored securely in line with UK GDPR and my Privacy Policy.

Records are retained for **7 years** following the end of therapy in line with NCH and QCHPA guidance, after which they are securely destroyed or deleted.

7. Online Sessions

Sessions are delivered via Zoom.

Clients are responsible for ensuring:



- *a private space*
- *a stable internet connection*
- *suitable device security*

8. Contact Between Sessions

Support is provided between sessions. You may contact me by email or phone if you need support, clarification, or to share relevant updates between appointments.

Between-session contact is intended to support your therapeutic process and ensure continuity of care. It is not a replacement for therapy sessions, and more complex issues are best explored during scheduled appointments. I aim to respond within a reasonable timeframe, within 24 hours.

If you are in crisis or feel unable to keep yourself safe, please contact your GP, NHS 111, or emergency services by calling 999. Homeward Bound Hypnotherapy is not an emergency service.

9. Audio Recording

Sessions may be audio recorded for transcription purposes to support accuracy. Recordings are stored securely and are not routinely provided but may be shared on request where appropriate.

10. Ending Therapy

You may end therapy at any time. Where possible, it is helpful to discuss ending therapy in session so that progress can be reviewed and the work concluded appropriately.

11. Complaints

If you are unhappy with any aspect of the service, please raise this with me in the first instance. If needed, you may also contact:

- *National Council for Hypnotherapy (NCH)*
- *Quest Cognitive Hypnotherapy Practitioners Association (QCHPA)*
- *Information Commissioner's Office (ICO) for data concerns*

12. Emergency Support

This is not an emergency or crisis service.

If you are in immediate danger or need urgent support, please contact:

- *NHS 111*
- *Your GP*
- *Emergency services (999)*



13. Consent

By attending therapy, you confirm that you understand and agree to the terms outlined in this document.

14. Agreement

You agree to:

- *attend sessions where possible*
- *provide 24 hours' notice for cancellations*
- *pay fees in advance*
- *engage respectfully in the therapeutic process*
- *take responsibility for your own wellbeing between sessions*

Signatures

Client Name: _____

Signature: _____

Date: _____

Therapist: Marja C Petts

Signature: _____

Date: _____

