

# Hypnotherapy

## Terms & Conditions

---



### Terms & Conditions

Please read the following terms & conditions, which apply to the provision of hypnosis and life coaching (including consultations online, in-practice or during home visits, and through the use of this website: [source-hypnotherapy.com](http://source-hypnotherapy.com)). These terms & conditions are designed to protect your interests as a client, as well as my interests as a wellness practitioner. By making an appointment or using the website, you are agreeing to the following terms & conditions. If you are unable or unwilling to agree to these terms & conditions, please do not book an appointment or utilise the website.

Thank you for your cooperation.

Dr Frances McGonigle, DHP Acc. Hyp  
Source Hypnotherapy  
[source-hypnotherapy.com](http://source-hypnotherapy.com)

Latest update: 4 June 2021

### Therapy Consultations & Fees

Each consultation lasts for around 60 minutes and the standard fee per session is **£50**. Duration can vary, however, depending on discussions, results and individual cases. In this respect, you are paying for a session of treatment as opposed to a duration of time.

All therapy appointments require full payment at the time of booking for the mutually agreed appointment.

---

---

Fees covered by private health insurance must be recuperated direct by you as a client. Evidence of payment can be provided to help you reclaim your costs. Some concessionary rates may be offered to people on Benefits or who receive income from a State Pension only. Please contact Frances McGonigle of Source Hypnotherapy to discuss your circumstances. Evidence must be given in all cases prior to booking (concessions will not be accepted at any time after booking). In the rare instance of a home visit, additional travel costs will be charged, depending on your location. Please contact Frances McGonigle of Source Hypnotherapy prior to booking to discuss this. A mandatory, **free initial consultation**, lasting approximately 20 minutes, must take place prior to booking for a paid consultation. No therapy will be entered into during the free initial consultation. A receipt for payment of Hypnotherapy consultations is available, on request.

Therapy sessions may take place online or in person at an agreed time and location (at a wellness clinic, for example).

Online therapy, information and advice constitutes any form of electronic or digital communication, including via Google Meet, Zoom, Skype, FaceTime, WhatsApp, Signal messenger, telephone call, email, text, website, etc. It can be in the form of video, audio or electronic mail/text.

Frances McGonigle of Source Hypnotherapy is not responsible for direct or consequential loss due to Internet service failure or electronic media malfunction. No refunds are given when technological malfunction or failure is on the client's part. If irrecoverable, the session will be deemed cancelled with full payment due.

Where there are technological malfunctions on Frances McGonigle of Source Hypnotherapy's part, reconnection will be attempted during the appointment. In the event of a complete technological failure on her part, the appointment will be rescheduled to a mutually agreeable time to finish the remainder of the session.

### **Suitability for Hypnotherapy**

You are 18 years of age and over, or if younger than 18 years of age, you have the written consent of your parent, legal guardian, or carer to receive therapy from Frances McGonigle of Source Hypnotherapy, whether online or in person.

You are not feeling suicidal (please contact The Samaritans free on 116 123 if you are considering ending your life).

You are not under the influence of alcohol or recreational drugs prior to starting your consultation.

You are not under the supervision of a psychiatrist or suffering from any diagnosed psychiatric condition, psychological illness, or epilepsy.

---

## Written Reports

If you require a written confirmation in summary of the treatment received, there will be a nominal charge of **£15** for this service. Please contact Frances McGonigle of Source Hypnotherapy to discuss your requirements and the timescale required. The report will reflect the information discussed and treatment provided. It will in no way substitute any request for a written report from a General Practitioner.

## Issue / Medical Condition(s)

A Client Consent Form, including medical questionnaire, must be completed (usually by email) prior to the start of your first therapy session. This will include your personal details and any medical and lifestyle issues that could affect your treatment. It will also be used when assessing your wellbeing goals. Please update Frances McGonigle of Source Hypnotherapy of any changes to your health at any time during your course of therapy, or if you are returning to therapy after a period of absence.

## Consultation Fees & Payment

The consultation fees are subject to annual review on 1 January. Notice will always be given of any price increase during your course of therapy. For bookings made in advance of a course of treatment, no price increase will apply, as long as all sessions have been taken within 3 months of payment.

Full payment is required in advance of all consultations, and in order to secure your appointment booking. Until payment is made, any appointment date or time discussed will be provisional only. Payment can only be made by bank transfer or using the PayPal link provided. The appointment will then be confirmed, together with a payment confirmation.

Note: a discounted rate may sometimes apply in the case of 'bulk' booking a longer course of treatment (usually in the form of a percentage discount, or free final session in some cases). In the case of 'bulk' bookings, the appointment dates need not be arranged all at once at the time of payment, but can be agreed nearer the time, depending on availability. Any payments made in advance towards a number of therapy sessions (a course of treatment), will expire 3 months after the initial date of payment, if unused. Please ensure that you book your appointments as soon as possible within this period or contact Frances McGonigle of Source Hypnotherapy to discuss any difficulty in doing so.

Debit and credit cards cannot be accepted, other than through the use of PayPal.

## Cancellations, Changes, Lateness or Non-attendance

**48 hours' notice** is required for any appointment changes, including cancellation and non-attendance. Any changes made within the 48 hour notice period will be charged at the full session rate. In other words, if you wish to change, postpone or cancel your appointment, you must provide **48 hours' notice** or the full cost of the session will become payable. Please contact Frances McGonigle of Source Hypnotherapy on 07708 568377 to make your cancellation or change. The minimum cancellation period is to allow another

---

client the opportunity to book the time slot. Frances McGonigle of Source Hypnotherapy reserves the right to reduce this period of notice to **24 hours** at any time, particularly in the case of an excessive number of cancellations or changes.

If you wish to discontinue your course of therapy, you do not have to provide an explanation, although any feedback is helpful, particularly medical, especially if you decide to resume therapy at a later date. In this case, any requests for a refund should be made via email within 2 weeks of payment (or within 3 months of payment in the case of 'bulk' booking). Refunds will be made via PayPal, minus any transaction fees.

**If you do not attend an appointment, the full cost of the session will be forfeit.**

**If you are late by more than 15 minutes, the appointment will be considered cancelled and the full cost of the session will be forfeit.**

If you are running late or anticipate running late for your appointment, please leave a message (calls cannot be answered during client sessions) or send a text to the mobile phone (07708 568377). Frances McGonigle of Source Hypnotherapy will pick up your message when next available. Whilst Frances McGonigle of Source Hypnotherapy will try to be flexible to lateness in unforeseen circumstances, please understand that the booking schedule may not make it possible to put your session back. The session may, therefore, have to be shortened or considered cancelled, with the full cost of the session payable.

## **Confidentiality**

All sessions are confidential. Your client record will be destroyed 10 years after your last appointment.

Any information taken from you as a client or at the enquiry stage, including your contact details, will be kept confidential in line with the Data Protection Act. Your right to privacy will always be respected. The details you provide will be used solely for the purpose of providing you with an appropriate and professional service. No information will be passed on to third parties without your permission. Where permission is given to share your details with an external third party, Frances McGonigle of Source Hypnotherapy will only pass on client-approved information, and that which she believes to be relevant to your interests as a client.

Most online communication media is encrypted and there may only be a security breach if one of the participating computers or item of hardware contains a virus / trojan / malware. Frances McGonigle of Source Hypnotherapy uses Google Drive for document storage and updated Apple software to reduce the likelihood of a security breach. It is your responsibility to ensure that you have sufficient updated internet security measures in place to maintain confidentiality on your own behalf.

If it is necessary for Frances McGonigle of Source Hypnotherapy to get in touch with you, she will use your preferred method of contact, e.g. email. If she needs to leave you a telephone message, she will only leave her name and number and will not divulge the

---

nature of the call, unless to cancel your appointment at short notice for any reason, in which case, she will make this clear while maintaining your right to confidentiality.

During your course of treatment, please ensure that your contact details are correct.

The rules of confidentiality do not apply in some circumstances, including, although not limited to Court Cases (e.g. where a Court Order requires that disclosure), and where there is good reason to believe that disclosure would prevent a crime taking place or prevent harm to you or someone else.

### **Confidentiality and Continuous Professional Development (CPD)**

The sharing of anonymous case histories with supervisors or peers is part of the CPD process, particularly during the first 2 years of practice. No personal details will ever be disclosed during these meetings.

Audio recordings of consultations may sometimes be used with supervisors, but only ever in the presence of Frances McGonigle of Source Hypnotherapy. All recordings will be destroyed immediately afterwards. If you are asked for your consent to participate in this process, you do not have to agree. Your decision will not affect your treatment in any way.

### **Standards of Behaviour**

Frances McGonigle of Source Hypnotherapy will treat you with respect at all times and not abuse your trust. In return, you will undertake to disclose all information deemed relevant to your health and wellbeing, and to refrain from harming yourself or anyone else. You agree to attend your appointments sober (i.e. not under the influence of alcohol or drugs, other than those prescribed by your doctor).

You are seeking information and services from Frances McGonigle of Source Hypnotherapy for personal therapy only and are not carrying out research for private use or publication. You accept that the session(s) may be terminated without notice or reimbursement if Frances McGonigle of Source Hypnotherapy determines that the consultation is being used for any reason other than personal therapy. You agree to submit only true and accurate information and will not omit any information that might be significant to your treatment.

If any conduct should be considered inappropriate and against the standards of acceptable behaviour, Frances McGonigle of Source Hypnotherapy reserves the right to cancel the session immediately, together with any further therapy sessions. In this case, no refund will be considered for the current appointment or any appointment(s) not yet taken within the following 48 hours.

### **Goals and Recovery**

With the right motivation on a client's part, realistic goals can be achieved in therapy. However, it is neither ethical nor possible to guarantee a cure under any circumstances. The control of thoughts, feelings, beliefs and behaviours always reside with you, as the client. You will never be made to do anything against your will in hypnosis. Frances

---

McGonigle of Source Hypnotherapy guarantees to apply her training and experience to the issue(s) you have discussed, and to agree the likelihood of achieving your wellness goals within a reasonable amount of time. An estimate of the number of sessions required to treat a particular issue will be given at the enquiry stage or during the initial consultation. However, this estimate will be made on the basis of the information provided by you at that time, and can only ever be an approximation.

### **Affiliation and Legal Jurisdiction**

Frances McGonigle of Source Hypnotherapy is a UK qualified and registered Clinical Hypnotherapist. Frances McGonigle of Source Hypnotherapy follows professional codes of conduct that fulfil the membership requirements of UK hypnotherapy associations.

All clients agreeing to therapy, whether online or otherwise, from Frances McGonigle of Source Hypnotherapy are accepting that this therapy agreement and any services to which it relates, are subject to the jurisdiction of the Laws of the UK and Scotland. You are accepting that any dispute or differences in relation to this agreement shall be subject to the exclusive jurisdiction of the courts of the UK and Scotland.

All therapy services offered are not intended to be a substitute for professional medical advice, diagnosis or treatment. Please consult with your GP to diagnose and treat any medical conditions, prior to making any appointments for hypnotherapy.

---

## Website Terms of Use

<https://source-hypnotherapy.com/>

The website (source-hypnotherapy.com) is provided for information only and is not intended to replace a consultation with your GP or any other health care professional. The information on the website is NOT medical advice, but simply a resource for your further research and discussion with your GP.

By continuing to browse/use this website, you are agreeing to comply with and be bound by these terms & conditions of use. If you do not agree to these terms & conditions, please DO NOT USE this website.

### **Disclaimer**

Please consult your doctor prior to engaging in any activity promoted on this website, particularly if you are new to the concepts of wellness and physical exercise or complementary therapies in general.

---

The Source Hypnotherapy website is a resource, with contributions from qualified health and fitness professionals, but is in no way responsible for your choices in life.

The Source Hypnotherapy website is a free resource intended for clients of Source Hypnotherapy and is not privy to or responsible for any communications or transactions you may seek to have direct with any practitioners on this website.

### **Website Content**

All information in this website, including links to other websites, is provided as a resource only for your further research and consultation with your GP. All information on this website is without warranty of any kind, either express or implied, including but not limited to implied warranties of merchantability, fitness for a particular purpose, title, or non-infringement. No guarantee can be given that the material is without error, nor that it is free from viruses or any other harmful material. You are solely responsible for the cost of any repairs or corrections in the event of a virus. This website may also include pages or documents with technical inaccuracies or typographical mistakes that will be corrected as soon as they are discovered by Frances McGonigle of Source Hypnotherapy.

Frances McGonigle of Source Hypnotherapy reserves the right to amend, replace, add, delete or update any information included in this website at any time. Nothing in this website constitutes a contract or part of a contract with Frances McGonigle of Source Hypnotherapy other than that implied in the booking of therapy consultations. Prices and terms may be altered at any time without notice.

### **Website Links**

The information and material that can be accessed from linked sites (e.g. PayPal) are not written or maintained by Frances McGonigle of Source Hypnotherapy, so she is, therefore, not responsible for it. Any reference to a linked site or any specific third party product or service does not constitute or imply its endorsement by Frances McGonigle of Source Hypnotherapy, and you assume all risk with respect to its use.

### **Liability and Indemnity**

Under no circumstances will Frances McGonigle of Source Hypnotherapy 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 use or inability to use the materials available in this website or any linked website, product or service, even if she is advised of the possibility thereof, nor for any claim by a third party. Any material downloaded or printed from this website is covered by these terms & conditions.

You agree to defend, indemnify and hold Frances McGonigle of Source Hypnotherapy harmless from and against any and all claims, losses, liabilities, damages and expenses

---

(including legal fees) arising from your use of this website (source-hypnotherapy.com) or use of the information included herein.

### **Copyright and Lawful Use**

You agree to use this website (source-hypnotherapy.com) for lawful purposes only. **You shall NOT exploit copyrighted or proprietary materials** available in this website, except as expressly permitted by Frances McGonigle of Source Hypnotherapy. Any materials available for downloading from this website or any directly linked website is governed by the terms of the applicable licence agreement accompanying or included with the material. All trademarks, service marks and trade names in this site are the marks of ownership and must not be copied.

**Any downloadable, printable or streamable information or material made available on this website is subject to copyright and must not be duplicated. All intellectual property MUST NOT BE COPIED.**

The terms of use of this website are governed in accordance with UK and Scottish laws. Frances McGonigle of Source Hypnotherapy reserves the right to make changes to this website or to the terms & conditions at any time, without notice.

**Last updated: 8 May 2022**

# Privacy Policy

Frances McGonigle of Source Hypnotherapy's intention is to respect and protect the privacy of visitors to the <https://source-hypnotherapy.com/>. Please refer to the Privacy Policy and Website Terms of Use when making informed decisions about using the website.

### **Data Collected**

The personal data that may be collected from you includes:

- questions, queries or feedback you leave, including your email address if you get in touch
- your email address when you subscribe to email alerts
- how you use the email newsletters. For example, if you open them, and the links you click on
- information on how you use the site, using cookies
- your Internet Protocol (IP) address and the web browser you used.

Google Analytics software may collect information about how you use the website. This would normally include IP addresses. All data is anonymised before being used for analytics. Google Analytics would normally process anonymised information about:

- 
- the pages you visit
  - how long you spend on each page
  - how you got to the site
  - what you click on while you're visiting the site.

Your personal information is not stored through Google Analytics (for example your name or address). You will not be identified through analytics information, and we will not combine analytics information with other data sets in a way that would identify who you are.

### **Legal basis for processing your data**

The legal basis for processing personal data in relation to site security is our legitimate interests, and the legitimate interests of users, in ensuring the security and integrity of this website.

### **We will not:**

- sell or rent your data to third parties
- share your data with third parties for marketing purposes.

### **We will share your data if we are:**

- required to do so by law. For example, by Court Order, or to prevent fraud or other crime.

### **How your data is kept**

We will only retain your personal data for as long as:

- it is needed for the purposes set out in this document
- the law requires us to.

We will keep your email data until you unsubscribe. We will keep your feedback data for 2 years. We will delete access log data after 120 days.

### **Children's privacy protection**

The services on this website are not designed for, or intentionally targeted at, children of 16 years of age or younger. We do not intentionally collect or maintain data about anyone under the age of 16.

---

## **Where your data is processed and stored**

We run our systems to make sure that your data is as safe as possible at all times, both while it's processed and stored. Personal data is stored in the European Economic Area (EEA). Data collected by Google Analytics, when you use search engines, for example, may be transferred outside the EEA for processing.

## **How your data is protected and kept secure**

We are committed to doing all that we can to remain GDPR compliant and keep your data secure. We have set up the highest level of security with our web hosting provider. Client data and records are stored securely online.

## **Your Rights**

You have the right to request:

- information about how your personal data is processed
- a copy of that personal data
- that anything inaccurate in your personal data is corrected immediately.

## **You can also:**

- raise an objection about how your personal data is processed
- request that your personal data is erased if there is no longer a justification for it
- ask that the processing of your personal data is restricted in certain circumstances.

If you have any of these requests, please get in touch via the contact form at:  
<https://source-hypnotherapy.com/about>.

## **Links to other websites**

The Source Hypnotherapy website may contain links to other websites. For example, social media sites and payment services. This privacy notice only applies to the Source Hypnotherapy website and does not cover other sites, services or transactions that we link to. These services, such as PayPal, have their own terms and conditions and privacy policies.

---

## **Following a link to another website**

If you go to another website from this one, please read the privacy policy on that website to find out what it does with your information.

## **Following a link to Source-Hypnotherapy.com from another website**

If you come to the Source Hypnotherapy website from another website, we may receive personal information from the other website. You should read the privacy policy of the website you came from to find out more about this.

## **Contact or making a complaint**

Contact us if you have a question about anything in this privacy notice, or you think that your personal data has been misused or mishandled: [Contact Form](#).

## **Changes to this policy**

We may change this privacy policy. In this instance, the 'last updated' date at the bottom of this page will also change. Any changes to this privacy policy will apply to you and your data immediately.

## **Summary of Personal Data Collected**

Frances McGonigle of Source Hypnotherapy does request personal information such as your name, email address, etc., which you can choose to withhold. This information is needed to contact you in the course of your therapy and to help her deliver relevant products/services and information to you. You are under no obligation to provide any personal data at all.

Frances McGonigle of Source Hypnotherapy also uses personal information for the purposes of administering and expanding her business activities, providing customer service and making available other products and services to her clients and prospective clients. Occasionally, she may also use the information collected to notify you about changes to the website, new services and offers that she thinks you will find useful. Note: you have the opportunity to express your contact preferences on the Client Consent Form, and can change your preferences at any time.

By using the website, you signify your acceptance of the Privacy Policy and Website Terms of Use. If you do not agree to anything in these policies, please do not browse or use the website.

---

Please discuss any of these terms with Frances McGonigle of Source Hypnotherapy if you believe them to be unsuitable.

Contact: Frances McGonigle of Source Hypnotherapy, +44 ()7708 568377.  
<https://source-hypnotherapy.com/about>

Note: The Source Hypnotherapy website is a resource set up by Frances McGonigle, with a range of advice and services to help her clients, in addition to those offered by her at Source Hypnotherapy. Wellbeing consists of many lifestyle choices, including healthy nutritional choices, exercise, self-expression and social activity, and can never be considered limited to one's thought patterns only.

## Disclaimer

Please consult your doctor prior to engaging in any activity promoted on this website, particularly if you are new to the concepts of wellness and physical exercise or complementary therapies in general.

The Source Hypnotherapy website is a resource, with contributions from qualified health and fitness professionals, but is in no way responsible for your choices in life.

The Source Hypnotherapy website is a free resource intended for clients of Source hypnotherapy and is not privy to or responsible for any communications or transactions you may seek to have direct with any practitioners on this website.

**Last updated: 8 May 2022**