



Terms and Conditions for Services Rendered by Nigel Lew Hypnotherapy

1. Introduction

Welcome to Nigel Lew Hypnotherapy. These Terms and Conditions govern your use of our hypnotherapy services. By engaging in our services, you agree to these terms. If you do not agree, please refrain from using our services.

2. Services Provided

Our hypnotherapy services aim to assist clients in achieving personal goals and addressing various issues through guided hypnosis either in a physical setting or over video call, the details of which will be confirmed upon initial discussions before hypnotherapy sessions begin.

Each hypnotherapy session can last approximately 40 minutes to 2 hours.

3. Appointment Scheduling

Booking: Appointments can be scheduled through our website, phone, or email.

Cancellation: We understand that cancellations/rescheduling of appointments are sometimes unavoidable. However please give as much notice as possible for cancellation. Failure to do so within 24 hours may result in a cancellation fee of S\$100. Nigel Lew Hypnotherapy reserves the right to cancel an appointment at our sole discretion, this will only be in exceptional circumstances, and as much notice as is possible will be given. We shall not be liable for any financial or other consequences of the cancellation.

Rescheduling: Appointments may be rescheduled with at least 24 hours' notice.

4. Fees and Payment

Payment is due at the time of the session unless otherwise agreed upon in writing. All fees stated in these Terms and Conditions are in Singapore dollars.



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5. Client Responsibilities

Honesty: The client accepts that treatment is offered on the basis of the information supplied by the client, which is warranted to be complete and truthful.

Participation: Successful sessions rely on the client's commitment and motivation. When the client agrees to partake in hypnotherapy sessions, the client is considered "co-therapist", which means the client agrees to be fully involved and committed to the process, which may include self-work if necessary.

6. Confidentiality

All information disclosed by clients is confidential and will not be shared without the client's consent, except as required by law or if there is a risk of harm to the client or others. This information is kept both in written form and electronically. Clients' information will be protected by reasonable security safe guards against loss and theft, unauthorised access or use.

If deemed necessary by the therapist, a CCTV or video (including audio) recording of the hypnotherapy sessions may take place in order to reassure and protect the interests of the therapist and the client. All video and/or audio footages recorded will be kept strictly confidential as detailed in section 6.

7. Limitation of Liability

While we are confident in assisting with many psychological and emotional issues, we do not guarantee specific outcomes. Clients are responsible for their own decisions and actions resulting from the sessions. Our liability is limited to the amount paid for the session.

8. Health and Medical Conditions

Clients who have previously seen or are currently seeing a medical professional for pre-existing medical or psychiatric conditions that are related to the issues to be treated during hypnotherapy are advised to obtain a referral from their medical professional before starting hypnotherapy.

Clients who are suspected to have or have extreme psychological or neurological conditions such as, but not limited to, schizophrenia, epilepsy, psychosis and severe pathological disorders will be advised to consult a medical doctor or psychiatrist for a referral before starting hypnotherapy.



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9. Termination of Services

We reserve the right to terminate services if a client fails to comply with these terms, demonstrates inappropriate behaviour, or if it is determined that hypnotherapy is not appropriate for their needs, such as for reasons detailed in section 8.

10. Refund Policy

Hypnotherapy services that have already been rendered are not eligible for refunds.

The cost of any sessions paid for in advance but have not been rendered will be refunded should the client decide to stop hypnotherapy sessions.

11. Amendments to Terms

We may update these Terms and Conditions from time to time. Clients will be notified of any significant changes.

12. Governing Law

These Terms and Conditions are governed by the laws of Singapore. Any disputes arising from these terms shall be resolved in the courts of Singapore.

13. Contact Information

For any questions or concerns about these Terms and Conditions or our services, please contact us at:

Nigel Lew Hypnotherapy

hypnotherapy@nigel-lew.com

www.nigel-lew.com/hypnotherapy

By using our services, you acknowledge that you have read, understood, and agree to these Terms and Conditions. Thank you for choosing Nigel Lew Hypnotherapy.