

Terms & Conditions

Please read these terms and conditions carefully in conjunction with my [Privacy Notice and Cookie Policy](#) before using my services. These terms tell you who I am, how I will provide my services to you, how you and I may change or end the contract, what to do if there is a problem and other important information. If you think that there is a mistake in these terms, please contact me to discuss. These terms have been written in accordance to the Consumer Rights Act 2015 and form an ongoing contract between us.

Definitions and interpretation

In this Agreement, unless the context requires otherwise:

Me means Susan Egan, Clinical Hypnotherapist, owner of this website and the therapist performing the services listed on this website.

You refers to the individual accepting these terms and conditions and using these services.

Force Majeure means an event or sequence of events beyond reasonable control preventing You or Me delaying from performing any obligations under this Agreement.

Registration means your registration with Me to allow you to access my services.

Email susan@sortitoutnow.co.uk

Website means www.sortitoutnow.co.uk

1. Information about Me

1.1. Who am I?

Welcome to my website www.sortitoutnow.co.uk My name is Susan Egan and I am a Clinical Hypnotherapist. I qualified to Diploma level

with the [London School of Communication and Clinical Hypnosis](#) (LSCCH) in 2003, followed by the Practitioner Diploma in 2007 and spent time tutoring for the LSCCH, going on to develop and teach a masterclass in “Hypno-Learning”, which incorporates my skills as an experienced Science teacher.

I have a Biochemistry masters from Oxford University, a PGCE from Newcastle University and have managed successful practices in both the north and the south of the UK, as well as teaching science in a variety of educational settings.

I am a full member of the [British Society of Clinical Hypnosis](#) (BSCH) and fully insured.

1.2. How you can contact me

I am contactable via email at susan@sortitoutnow.co.uk and on 07931979470.

2. Services

2.1. Appointments

I offer face-to-face consultations at Breathe, located at the Charlotte Terrace Business Centre, South Shields and online virtual sessions via Zoom. First sessions last up to 1.5 hr, with subsequent sessions lasting approx.1 hr.

The initial stop smoking hypnotherapy session can take up to 2 hours and the price for this stop smoking treatment includes a free booster session within 3 weeks, if required.

The number of sessions required by each client can vary, therefore I advise you book sessions one at a time rather than multiple in advance.

2.2. Online / virtual sessions

I use Zoom for all online appointments. Online sessions require a good WiFi signal and I advise you to find a space at home where you won't be disturbed. If the signal drops during the session and fails to automatically reconnect within 1 minute, I will email you or call you on the phone number you provide at the time of registering.

2.3. Techniques and methods

I use a variety of hypnotherapy, NLP and psycho-sensory techniques, such as EFT. In some instances, I will provide recordings for you to listen to at home. These are for your use only and are not permitted for you to share with anyone else.

2.4. Fees

Please observe my [Session Fees](#) for an up-to-date price list. I reserve the right to change my session fees at any time.

2.5. Payment

Following our initial phone call, and agreement of an appointment date / time, I will reserve the slot for up to 24 hours and provide you with the booking link. Payment is required in full prior to each appointment via the [booking](#) page of the website, or by cash received in advance, no later than 24 hours after an appointment time is reserved.

2.6. Guarantees

I do not offer any guarantees. Hypnotherapy is a collaborative process and requires commitment and motivation from each client. I promise to use my expertise, experience and skill to help you achieve your goals in the least amount of sessions possible.

2.7. Number of sessions

The number of sessions required and results from treatment vary from person to person. There is no obligation to book a certain number of sessions.

2.8. Punctuality

If you are more than ten minutes late to your appointment the session may be cancelled without a refund.

3. Cancellations

3.1. Cancellation policy

I create bespoke treatment plans so work is often undertaken by me (Susan Egan) ahead of your scheduled session. This is why I require a minimum of 24 hours notice to cancel or reschedule an appointment.

3.2. The Cooling-Off period

Under the Consumer Contracts Regulations 2013, you have the right to cancel your appointment and receive a full refund, without giving any reason, within 14 days from the day after your booking is confirmed via email.

The cancellation period expires 24 hours before the start of your appointment.

Cancellations will be accepted up to 24 hours before your appointment time for a full refund to be given.

3.3. Appointments booked less than 24 hours in advance

If you book an appointment that will begin within the next 24 hours, you lose the right to change your mind or cancel this service.

3.4. How to cancel

To exercise the right to cancel, you must inform me of your decision to cancel at least 24 hours before the start of your appointment. I will communicate an acknowledgement of receipt of such a cancellation via email / messenger without delay. A reminder email will be sent to you approx. 27 hours before the appointment.

3.5. If I need to cancel

If I need to cancel the appointment, am unable to perform the service or am unexpectedly delayed for more than ten minutes, I will offer you a full refund or the option of rescheduling to another time.

3.7. Refunds

Where you have a right to end the contract, I will refund you the price you paid for the services, using the same the method you used for payment. Refunds normally appear in your bank account within 7-10 days of a refund request.

4. Registration

4.1. Registration form

Upon booking a session, using the online booking form, during our phone conversation you will be required to complete a registration form. This information includes (but is not limited to) your name, phone number, address, email, symptoms and previous hypnotherapy experience. By registering with me, you agree to inform me if any of your contact information changes. Please read my [Privacy Policy](#) for information on how I use this information.

5. Termination

5.1. This Agreement is ongoing. You may terminate this Agreement at any time by contacting me at susan@sortitoutnow.co.uk

6. Your information

6.1. Privacy

I process information about you in accordance with my [Privacy and Cookies Policy](#).

6.2. Security

Communications between us will take place via email, messenger or the telephone numbers supplied on the booking form. Through the use of potentially unsecured email, there is risk that Private Health Information may be disclosed to and/or intercepted by unauthorised third parties. As such, I cannot ensure the security of messages sent by email.

7. Registration

7.1. Agreement

By registering to book appointments and use my services provided on the Website you agree that:

- you have read, understood and agree to all of the terms set out in this Agreement (and all other Terms referred to as if they were set out in full within this Agreement);
- you are over the age of 18 and/or that you have the legal capacity to enter into and be bound by these terms, or, that you are a parent/guardian of someone under the age of 18;
- the information that you provide to me is accurate;
- you agree not to share any treatment, recordings or techniques I provide to you with anyone else, unless with my specific consent.
- you have sought the advice of a medical professional for any medical issues.

7.2. Statutory rights

These terms do not affect your statutory rights.

7.3. Breach of terms

I reserve the right to refuse to accept your registration or to suspend or deny access to my services if you breach the terms set out in this Agreement.

8. Complaints

8.1. Making a complaint

I hope that you will be happy with the service I provide. However, if you do have any complaints then please contact me at susan@sortitoutnow.co.uk. You can also submit a complaint to the [British Society of Clinical Hypnosis](#) (BSCH).

9. Force Majeure

I will not be liable if I am prevented or delayed in performing my obligations under these terms due to Force Majeure.

10. General

10.1. Severance.

If any provision of this Agreement (or part of any provision) is or becomes illegal, invalid or unenforceable, the legality, validity and enforceability of any other provision of this Agreement will not be affected.

10.2. Rights of third parties.

No person other than you or us will have any right to enforce any of this Agreement's provisions.

11. Governing law and jurisdiction

This Agreement and any dispute or claim arising out of, or in connection with, it, its subject matter or formation (including non-contractual disputes or claims) will be governed by, and construed in accordance with, the laws of England and Wales.

You irrevocably agree that the courts of England and Wales will have exclusive jurisdiction to settle any dispute or claim arising out of, or in connection with, this Agreement, its subject matter or formation (including non-contractual disputes or claims).