

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 or admin@trueconnectionne.co.uk

Website means www.sortitoutnow.co.uk or <https://trueconnectionne.co.uk>

1. Information about Me

1.1. Who am I?

Welcome to my website.

My name is Susan Egan and I am a Clinical Hypnotherapist and certified Havening Techniques™ practitioner. I qualified to Diploma level with the [London College of Clinical Hypnosis](#) (LCCH) in 2003, followed by the Practitioner Diploma in 2007 and spent time tutoring for the LCCH, going on to develop and teach a masterclass in “Hypno-Learning”, which incorporates my skills as an experienced Science teacher.

In 2023 I qualified as a Havening Techniques practitioner, a trauma therapy with its roots in EMDR and EFT (tapping). In 2023 I also set up a Social Enterprise named True Connection NE Community Interest Company (Company No. 15186240) with the aim of providing a range of funded and subsidised services to the residents of South Tyneside, including trauma therapy.

I gained a Biochemistry Masters from Oxford University, specialising in neuroscience, 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), hold an enhanced DBS certificate and am fully insured.

1.2. How you can contact me

I am contactable via email at susan@sortitoutnow.co.uk, admin@trueconnectionne.co.uk and by phone at 07931979470.

2. Services

2.1. Appointments

I offer face-to-face consultations at 30 Horsley Hill Road, South Shields, NE33 3ES (what 3 words: round.sheet.gaps) and also online sessions via Zoom or MS Teams.

First sessions for specific issues (e.g. weight issues, addiction, pain control, tinnitus etc) last up to 2 hr and involve a variety of techniques all aimed at communicating with the subconscious part of the mind in which the issue is “stored”. Subsequent sessions last approx.1 hr. A discounted 3-session rate is offered to encourage clients to commit to 3 sessions, plus “homework”.

I also offer havening-only sessions of varying lengths, from 30min – 90min and which can be for either non-specific purposes (e.g. a general se-stress / “emotional / mental” massage) or for specific trauma therapy purposes (e.g. PTSD symptoms, anxiety/phobia, intrusive memories, to process a traumatic event etc.). Regular havening sessions are recommended for past clients to continue to work on outstanding “triggers” or for the general public for ongoing “off-loading” of general stress.

A Stop Smoking package is offered comprising several optional components, including a “motivation booster” prior to the main stop smoking session. The main stop smoking hypnotherapy session can take up to 2 hours and an optional follow-up session is also included to be used within 4 weeks. The follow-up may be used to address any issues which arose during the main session (e.g. deeper subconscious reasons for the habit which came to light during the main session) or for any other reason, e.g. weight / other habits / negative thoughts or simply a de-stress.

The number of sessions required by each client can vary, but I recommend committing to the discounted 3-session package to begin with.

2.2. Online / virtual sessions

I use Zoom or MS Teams 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. A quick online call will be arranged prior to the appointment to double-check the wifi etc is suitable.

2.3. Techniques and methods

I use a variety of hypnotherapy, NLP and psycho-sensory techniques, such as EFT and Havening Techniques. 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 observe 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 involving the client, the practitioner and the client's subconscious mind 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 fifteen 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. If an appointment is missed without notice, another appointment slot will be provided but this may be some time in the future. If appointments are missed more than once the practitioner reserves the right to refuse subsequent bookings.

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 either inform me of your decision to cancel at least 24 hours before the start of your appointment via email, text or messenger OR cancel the appointment through the booking page (the link to do this is found in your booking / reminder email). 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. Every effort will be made to accommodate the new date & time that you request.

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).