

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 & Havening Techniques™ Practitioner, owner of “Sort It Out Now Hypnotherapy” (and associated website / social media), a brand delivered through True Connection NE Community Interest Company (company no: 15186240) and the therapist performing the services listed on the “Sort It Out Now Hypnotherapy” 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?

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 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, am committed to effective safeguarding and remain fully up-to-date as regards safeguarding training 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 may 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.

These techniques all work primarily with the subconscious part of the mind in which reside all memories, creativity, imagination and resources.

Upon using such techniques to access the subconscious part of the mind for the purposes of therapeutically helping the client to make a positive change, and at the request of the client, it is possible that distressing or traumatic events which may have been previously forgotten, or blocked, from the conscious mind, may surface. If this does occur the distressing “trauma” memory is very likely to be directly linked to the reason why the client is seeking help and, through the techniques listed above, the practitioner will make every endeavour to enable effective processing of any trauma memories to relocate the trauma memory from the amygdala to the long-term memory (de-potentialisation), where it will no longer cause issues for the client in the present.

Using havening technique, the practitioner can redirect the clients’ conscious mind away from a trauma memory extremely quickly, whilst subconsciously the technique does effectively de-potentiate the memory, thus the client consciously access the “full” trauma memory, with associated physical symptoms, for a short period of time only.

The practitioner is extremely experienced with helping clients deal with past trauma of all kinds and the information above will be clearly explained to the client at the outset of treatment, or during the initial phone call prior to treatment and the client does reserve every right not to proceed with therapy if he/she so wishes upon understanding the above.

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. Number of Sessions

I cannot offer any guarantees. 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.

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 fewest number of sessions possible.

Hypnosis is not a magic wand – if there is an issue you have struggled with for 20 years, it's not unreasonable to understand that it may take more than 90 minutes to fix. Having said that, I have witnessed my fair share of "miracles" when it comes to hypnosis and so don't rule them out!

I recommend that clients commit to at least 3 sessions, along with the "homework", in order to properly embed new "programs" in the subconscious or to achieve the desired shift in their symptoms or habit. Although "success" cannot be guaranteed, I can guarantee my time, expertise, and an interesting experience.

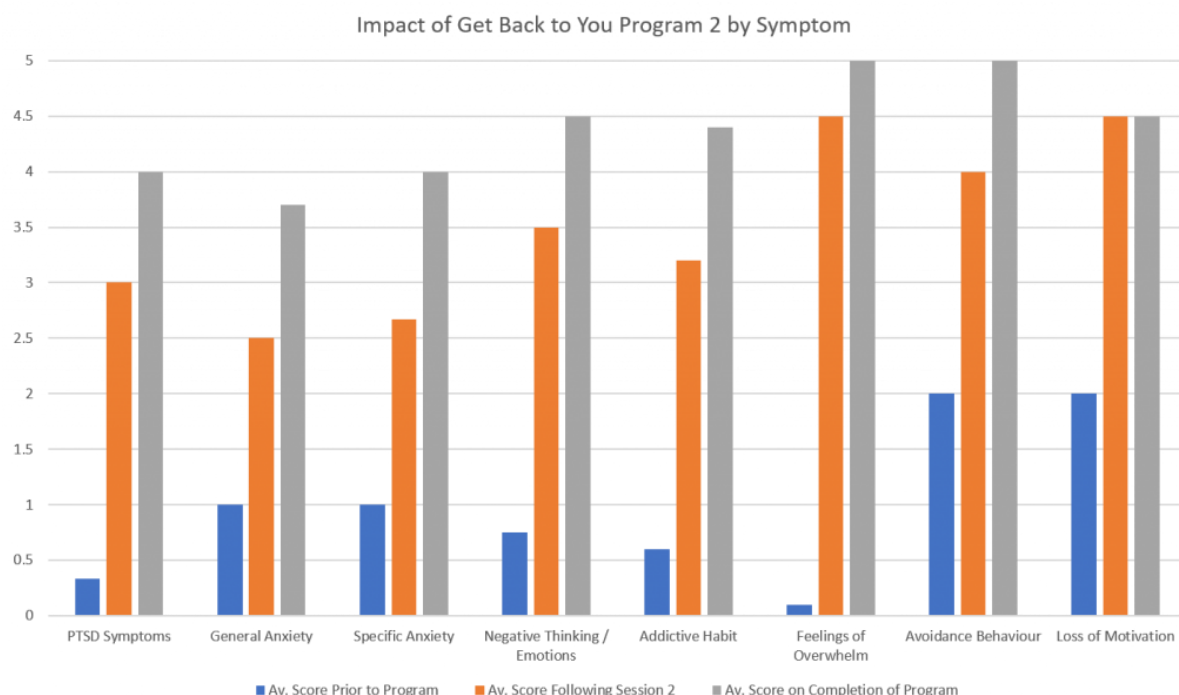
During subsequent sessions, different techniques may be utilised to enable forward progress but hypnotherapy does typically achieve faster results than other “talking” therapies, and this is because we are “talking” to the subconscious part of the mind actually responsible for the generation of symptoms and habits, rather than to the “rational”, conscious mind!

Allow 60 minutes for subsequent sessions.

Why is there a discounted 3 session offer?

I always recommend committing to 3 sessions and that is why I offer a discounted rate for clients who commit up front to 3 sessions.

The evidence below from my [“Get Back to You”](#) funded clients shows that end scores are higher after 3 sessions and often there is a jump between sessions 2 & 3.



What’s going on here?

Everyone is different but some reasons for greater sustained “success” include analysing very specific shifts / changes following the

first session and targeting the attention to any areas which require more attention, but which were not necessarily “top” of the list in the first session.

The more “triggers” which are uncovered (often these can be very unconscious at the start of the process) the less likely that a person might “regress” back to old habits, which are often coping mechanisms to these unconscious triggers.

Sometimes it takes a session for the client to subconsciously feel comfortable enough to allow the “real” issues to come forward.

Usually I encourage clients to have 2 sessions around a week apart and then a 3rd session up to a month later. This big gap allows the client to get into a better self-care routine, incorporating some of the techniques which I teach and which helps to redirect the subconscious “pathways” along new routes for long term success – this is especially important if a longstanding habit needs to be interrupted or if a client has lost touch with their own bodily signals for e.g. hunger due to long term “yo-yo” dieting or disordered eating.

It also gives time for the client to try out some different situations in their lives which previously they might have found challenging. It’s important to always get out there and try things out in a very practical way.

2.7. 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 due notice, another appointment slot may be provided at the practitioner's discretion, but this may be some time in the future.

If one or more appointments are missed or cancelled within the 24 hour notice period, the practitioner reserves the right to refuse subsequent bookings on the basis that the client must be fully committed to the process of change, which does require time and effort, and if appointments are missed or cancelled without due notice this may indicate that this is not the appropriate time for the client to undertake such a commitment. In such cases, the client will have the option to rebook at a future time where such a commitment can be made, following a conversation with the practitioner.

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).