



TURNING POINT HYPNOTHERAPY
Client Rights and Agreement

The following information is intended to help you understand your rights and obligations as a client. Please feel free to raise any questions you may have.

A. Privacy and Confidentiality

TURNING POINT HYPNOTHERAPY places a very high priority on the confidentiality of client information. While personal information may be entered into your files, every effort is made to avoid the entry of sensitive material that you share with your therapist during a session. Your client file is stored in a secure location and only accessible by your therapist. Persons from outside TURNING POINT HYPNOTHERAPY neither have access to your files nor are they made aware of your involvement in therapy.

This agreement is between you and TURNING POINT HYPNOTHERPAY. Written permission by you or a court order is required to release your information.

Please note these exceptions: Your right to confidentiality and privacy *is not* absolute. Circumstances under which the confidentiality of private information cannot be assured, and we are therefore not liable for its release, include cases where: 1) we are compelled by law to report any circumstance where there is the possibility of danger to others or yourself, 2) we are compelled by law to report any possibility of the existence of child neglect, physical, or sexual abuse; and, 3) nonpayment of fees will waive your rights to confidentiality due to the resulting use of litigation or collection agencies to recover unpaid fees.

B. Appointment Booking, Cancellations

After booking your session over the phone, you can confirm your appointment by providing payment through Paypal. Invoice will be emailed to you in advance of your session. Sessions are only officially booked-in once payment is received. If you need to reschedule or cancel, please contact Turning Point Hypnotherapy 48 hours in advance so that we may make that time available to another client. A fee of \$100 will be retained for no-shows and for appointment changes that are less than 48 hours in advance

Note: If you are 20 minutes or more late for your session it will be considered a cancellation "without appropriate notice", and your credit card will be charged the full session fee.

Please note that sessions are 60-75 minutes in length and out of respect for other clients, sessions cannot be extended, therefore, it is strongly recommended that you arrive at least 5 minutes prior to your appointment to ensure you receive maximum value from your session.

C. Fees and Payment

You agree to participate at \$130 per session. **All fees are non-refundable and are subject to HST.** Personal cheques are not accepted.

D. Clients Rights

You have the right to expect confidentiality as stated above. You have the right to discontinue therapy at any time. If you have any concerns about the service you are receiving, we encourage you to discuss this openly with your therapist.

I UNDERSTAND AND AGREE TO THE ABOVE CONDITIONS:

Clients Name: _____

Client(s) Signature: Date: _____ Date: _____

Therapist: Joanna Banka, RCCH, CHtA, TLPT