



NATURAL TRANSFORMATION *with Diana Tyson*

Natural Transformation Terms and Conditions

Please read these terms and conditions carefully before making any booking. The terms and conditions apply to therapies and training courses. Once a booking is made, please refer to the Client Contract

Commitment

Natural Transformation Therapies are all treatments that rely on the commitment and motivation from both the therapist and the client to get the best results. Part of the therapy and training occurs in the consulting room or online and part of the therapy involves investment in yourself to practice these self-help techniques (investment practice). As the client, you also agree to engage with the process, and complete the investment practice you are given. It is with commitment and a partnership way of working that will achieve the best results. Therapy is a team effort and I am committed to do my very best for you. Success of the therapies and training courses are dependent on a number of external factors and will be discussed with you during the consultation process

Therapy Sessions & Fees

Payment or deposits for therapies and packages must be paid within 24 hours of an appointment and can be made by bank transfer or via PayPal. This is to show commitment to the therapy. In the past I've had people book in that didn't show up. I find that people who are committed, reliable and serious about getting the best results do not have a problem with this policy.

Training Sessions & Fees

Deposits are required to secure your place for training courses and workshops and must be paid within 24 hours of a course being booked. Full payment is required two weeks prior to course start date. Payments can be made by bank transfer or via PayPal. This is to show commitment to the training course. I find that students who are committed, reliable and serious about getting the best results from the training do not have a problem with this policy.

Appointments

You commit to attending the appointments that we make. There are two good reasons for this:

1. Your attendance at the appointment is part of your commitment to the on-going treatment
2. If you do not cancel in a reasonable time then you have prevented someone else taking that appointment (refer to cancellation policy section)

Cancellation Policy

My cancellation policy requires at least 48 hours' notice of cancellation via telephone, text or email. If an appointment is cancelled with less notice, then the full fee will apply and you will lose your session and any deposit you may have paid

If you don't turn up on the day, payment will not be refunded and the payment fee is non-transferrable

I hope you understand that these policies are in place to protect my practice, I have no desire to use them. I very much appreciate your understanding in these situations.

In the event I need to cancel therapy sessions, training courses or workshops I will do my utmost to give the same 48 hours' notice. We can reschedule your appointment/training course to a mutually agreeable time.

Medication

The therapies I offer are complementary and not alternative. This means I work to complement medical professionals and I will never advise you to stop taking your medication as I'm not a trained psychologist, counsellor or medical professional. I ask that you follow the advice of your healthcare professional and at no time will I provide you with any medical advice. Guidance is appropriate for me and does not conflict with any medical or psychiatric treatment.

Sessions booked

Any therapy packages or training courses booked and paid for must be taken within 12 months of payment being made. Refunds will not be given for any sessions booked but not taken. If you change your mind within 48 hours from receipt of either your deposit or payment being made in full, a refund will be given. After 48 hours no refund will be given.

Arriving Late for an Appointment

If you are running late, please let me know as soon as possible. I will do my best to make a full session available, but this often depends on appointments following your booking and so cannot be guaranteed. If your session needs to be curtailed due to your late arrival then the session fee remains payable in full.

Confidentiality

All interactions that take place with me, such as during therapies or training courses, scheduling or appointment notes and notes taken during your sessions, are considered to be strictly confidential.

To ensure best practice, everything you say will be treated in the strictest confidence, though there are some exceptions when I may have to break confidentiality.

The reason for this is the duty of care I have towards safeguarding, which is in line with common law.

Should you require further information relating to the exceptions to when I may need to break confidentiality, I will refer you to and share my Confidentiality Policy with you.

Data Storage/Privacy Statement

A client consultation form or contract is required and depends on the therapy being given. The contract will be discussed in full with you during your consultation and must be signed prior to treatment commencing. When applying for training courses or workshops a booking form will need to be completed. These forms will provide permission for your personal data to be collected for the purpose of the therapy. Data will be stored both electronically and in paper format in line with General Data Protection Regulations (GDPR). Electronic records are password protected and paper records kept in a locked filing cabinet.

Please note, any visualisations, training manuals, workshop handouts, tips and recordings provided by me are copyrighted to me.

The data will be kept for 7 years in line with GDPR guidelines and deleted or destroyed after this time. Natural Transformation will not pass any of these details to any other parties without prior consent or in the circumstances not in the confidentiality section.