

Terms and Conditions.

Terms and conditions of Use:

Welcome to the Calm change web site. By browsing and or using this web site you are agreeing to comply with and be bound by the following policies and terms and conditions of use governed by Calm change's relationship with you in regards to this web site. The term 'Calm change' or 'us' or 'we' refers to the owner of the web site. Our Australian business registration number is 57334476518 The term 'you' refers to the user or viewer of our web site. The use of this web site is subject to the following terms of use:

#### 1. Cancellation Policy

If you wish to cancel an appointment, or are otherwise unable to attend, you will need to give at least 48 hours notice, otherwise the full cost of the session will be payable.

#### 2. Therapy sessions

Session lasts approximately one hour to one and a half hours depending on the type of session. Please allow one and a half hour's so you won't feel rushed.

#### 3. Privacy Policy

Any information collected from you as a client or potential client, including your contact details will be held in the strictest confidence except in circumstances detailed below. The details that you disclose are used solely for the purpose of providing you, the client, with the highest levels of service. Your confidentiality and privacy will be respected at all times and your contact details will never be shared with or sold to a third party. Everything you say will be treated in the strictest confidence with the following exceptions:

*i. Self Harm: I may need to contact your GP if it appears that you are suicidal or intend to carry out serious self harm.*

*ii. Abuse or Injury to a Minor: I am legally required to report any abuse towards a minor to the appropriate authorities should you divulge any such information to me.*

#### 4. Standards of behaviour Policy

During the course of any therapy sessions, I will treat you with respect and not abuse the trust that you put in me. In return, you undertake not to harm yourself, or any other person, including me, or any property belonging to either me or any other person. You agree not to come to sessions under

the influence of alcohol or recreational drugs, except those medications prescribed by your doctor. If you do come to sessions under the influence of alcohol or recreational drugs or demonstrate violent/abusive behaviour, I reserve the right to cancel the session and refuse any further therapy sessions.

## 5. Disclaimer

This website is provided for information only and is not intended to replace a consultation with your GP or other healthcare professional. The information on this website should not be considered as medical advice. If you have any doubts or concerns about your health, you should seek advice from a medical doctor.

## 6. Security

Protecting the security of all personally-identifiable information associated with our guests is of the utmost concern to us. Once we receive your transmission, we will take reasonable precautions to ensure its security on our systems. Unfortunately, no data transmission over the Internet can be guaranteed to be 100% secure. As a result, while we take all reasonable steps to ensure the security of our users' personal information and maintain their privacy, we cannot guarantee or warrant the security of any information you disclose or transmit to us online and cannot be responsible for the theft, destruction, or inadvertent disclosure of such personal information.

## 7. Content

The content of the pages of this website is for your general use and information only. The content, design or availability is subject to change without notice. Calm change will endeavour to ensure accuracy, timeliness, performance and completeness of this website but neither we nor any third parties provide any guarantee or warranty. You acknowledge that such information and materials may contain inaccuracies or errors to the fullest extent permitted by law. We do not guarantee or give warranty to the suitability of the information and materials found or offered on this web site for any particular purpose. Your use of any information or materials on this web site is entirely at your own risk, for which we shall not be liable. It shall be your own responsibility to ensure that any products, services or information available through this web site meet your specific requirements. This website contains material which is owned by or licensed to us. This material includes, but is not limited to, the design, logo, branding, layout, look, appearance and graphics. Reproduction is prohibited other than in accordance with the copyright notice, which forms part of these terms and conditions. All trademarks reproduced in this web site which are not the property of, or licensed to, the operator are acknowledged on the website. Unauthorised use of this website may give rise to a claim for damages and/or be a criminal offence. From time to time this web site may also include links to other web sites. These links are provided for your convenience to provide further information. They do not signify that we endorse the web site(s). We have no responsibility for the

content of the linked web site(s). Your use of this web site and any dispute arising out of such use of the website is subject to the laws of Victoria, Australia.

#### 8. Payment Policy

Payment must be made by the end of each session or in advance of your session via direct deposit. You may pay in advance if you wish, should there be a fixed number of therapy sessions. Please ask about our discounted rate for long term clients. PayPal facilities are available.

Direct Deposit information: please contact the office for details: 0409933953

#### 9. Quit Smoking guarantee disclaimer:

Guarantee is valid for up to two additional sessions which can be used anytime during your lifetime. Guarantee is subject to homework being completed in full and presented in the initial session. Failure to complete homework may void the Guarantee.

#### 10. Exam stress program

Under 18 year olds will need a signed consent form from Parents. This program is not suitable for students who have previously been diagnosed with a mental illness.

#### 11. Client history form

A client history form will need to be filled in and signed prior to the session. The information is to be true and correct and full disclosure of diagnosed mental illness and medications is needed as Hypnotherapy may not be suitable for you and may need your Doctors approval or to be referred on to a suitable Therapist.

12. Calm Change only use genuine testimonials, however the names and suburb have been changed to keep the confidentiality of the client.