



## Client Policies & Terms

### Service Policies, Scheduling Terms & Client Expectations

Welcome to **Syntia Hypnosis**. These Terms & Conditions explain the policies, expectations, payment terms, scheduling rules, service limitations, and client responsibilities that apply when you use this website, schedule a session, purchase a service, attend a workshop, or receive hypnosis-related services from Syntia Hypnosis.

By using this website, booking a session, submitting payment, purchasing a product, or participating in any service offered by Syntia Hypnosis, you agree to the terms below.

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#### 1. Nature of Services

Syntia Hypnosis provides professional hypnosis services designed to support personal growth, habit change, stress management, focus, motivation, emotional balance, self-awareness, and inner alignment.

Services may include hypnosis, guided imagery, breathwork, NLP-informed techniques, EFT-style tapping, journaling prompts, relaxation practices, visualization, recorded audio support, educational resources, workshops, and related personal development tools.

Syntia Hypnosis does **not** provide medical care, mental health counseling, psychotherapy, psychological services, psychiatric treatment, diagnosis, crisis intervention, or medical advice.

Hypnosis services are complementary in nature and are not a substitute for care from a licensed medical, mental health, or psychological professional.

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#### 2. Disclaimer

Syntia Hypnosis does not diagnose, treat, cure, or prevent any medical, psychological, emotional, psychiatric, or physical condition.

Clients are responsible for consulting with an appropriate licensed professional regarding any medical, psychological, psychiatric, legal, financial, or health-related concerns.

If you are experiencing a medical emergency, mental health crisis, suicidal thoughts, severe emotional distress, or thoughts of harming yourself or others, contact emergency services or a qualified crisis provider immediately.

By participating in services, you acknowledge that hypnosis is a cooperative process and that results vary from person to person.

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### **3. Client Responsibility and Participation**

Hypnosis is not something “done to” a client. It is a collaborative process. Your participation, honesty, openness, consistency, and willingness to practice agreed-upon tools between sessions may influence your experience and progress.

Clients are responsible for:

Providing accurate and relevant information before and during sessions.

Arriving on time and prepared for sessions.

Participating voluntarily and respectfully.

Completing any agreed-upon reflection, journaling, listening, or practice exercises.

Communicating concerns, discomfort, or changes in goals.

Seeking licensed professional support when needed.

Syntia Hypnosis reserves the right to discontinue or decline services if the practitioner believes the client’s needs are outside the appropriate scope of hypnosis services.

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### **4. No Guarantee of Results**

Syntia Hypnosis is committed to providing thoughtful, professional, and individualized hypnosis services. However, no specific outcome, timeline, transformation, breakthrough, habit change, emotional shift, performance improvement, or life result can be guaranteed.

Client outcomes depend on many factors, including readiness, consistency, personal history, environment, health status, follow-through, and individual responsiveness to hypnosis.

Testimonials, examples, stories, or descriptions of possible outcomes are for informational and illustrative purposes only. They do not promise or guarantee that every client will experience the same result.

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## **5. Expected Timelines and Session Progress**

Some clients may notice meaningful shifts quickly, while others may require multiple sessions and continued practice over time.

A first session or consultation may help clarify goals, explain the process, assess fit, and create a starting point. Deeper work often requires consistency.

Unless otherwise stated in writing, no timeline is guaranteed for achieving a specific goal.

Syntia Hypnosis may recommend a series of sessions when appropriate, but the client is always responsible for deciding whether to continue.

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## **6. Complimentary Session Policy**

Syntia Hypnosis may offer a complimentary first session or consultation for new clients.

The complimentary session is intended to introduce the client to the process, discuss goals, answer general questions, and determine whether hypnosis services are an appropriate fit.

A complimentary session does not create a guarantee of acceptance as an ongoing client. Syntia Hypnosis reserves the right to decline services when the client's needs appear outside the appropriate scope of hypnosis practice.

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## **7. Fees and Payment**

Fees for services, programs, workshops, recordings, and products are listed on the website, booking page, invoice, or written agreement.

Payment may be required at the time of booking or before services are provided.

Accepted payment methods may include Stripe, credit card, debit card, or other approved payment platforms.

Prices are subject to change. Pricing changes do not affect services already paid for unless otherwise stated in writing.

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## **8. Booking Deposits**

A booking deposit may be required to reserve a session, package, workshop, group event, or special service.

Unless otherwise stated in writing:

The deposit reserves the appointment time or service space.

The deposit is applied toward the total cost of the service.

Deposits are non-refundable.

Deposits may be partially or fully transferable only under the conditions described in these Terms.

A deposit is not a separate fee. It is a commitment that protects the reserved time, preparation, scheduling, and administrative work involved in providing the service.

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## **9. Cancellation and Rescheduling Policy**

Clients are expected to provide at least **24 hours' notice** to cancel or reschedule a private session.

When proper notice is given, the client may reschedule the session and transfer the deposit to the new appointment one time, subject to availability.

Cancellations made with less than 24 hours' notice may be treated as late cancellations. In that case, the deposit may be forfeited and a new deposit may be required to book another session.

Repeated cancellations or rescheduling may result in refusal of future bookings.

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## **10. No-Show Policy**

A client is considered a no-show if they do not appear for the scheduled session and do not provide notice.

For Zoom or remote sessions, a client may also be considered a no-show if they are more than **15 minutes late** without communication.

For in-person sessions, a client may also be considered a no-show if they are more than **15 minutes late** without communication.

In the event of a no-show:

The session may be cancelled.

The deposit is forfeited.

The session fee may be forfeited, and a no-show fee may apply.

Future appointments may require full prepayment.

Syntia Hypnosis understands that emergencies happen. Exceptions may be considered at the sole discretion of Syntia Hypnosis.

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## **11. Late Arrival Policy**

If a client arrives late, the session may still end at the originally scheduled time to protect the schedule of other clients.

The full session fee remains due.

If the client is more than 15 minutes late without communication, the appointment may be treated as a no-show.

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## **12. Refund Policy**

Due to the reserved nature of hypnosis sessions, preparation time, administrative work, and practitioner availability, payments for completed services are non-refundable.

Refunds are not provided for:

Completed sessions.

Missed appointments.

No-shows.

Late cancellations.

Unused portions of partially completed packages, unless otherwise stated in writing.

Digital products, recordings, downloads, PDFs, journals, or audio files once delivered or accessed.

If Syntia Hypnosis must cancel a session and cannot offer a reasonable rescheduling option, the client may receive a refund or credit for the affected service.

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## **13. Transferable and Non-Transferable Services**

### **Transferable Services**

At the discretion of Syntia Hypnosis, the following may be transferable:

A deposit for one rescheduled session, when proper notice is given.

A prepaid session credit, when transferred before the expiration date and approved in writing.

A workshop registration, when transferred to another approved attendee before the event deadline.

### **Non-Transferable Services**

The following are generally non-transferable:

Completed sessions.

No-show appointments.

Late cancellations.

Digital products or downloaded materials.

Personalized recordings.

Private hypnosis packages that have already begun.

Special promotional offers.

Complimentary sessions.

Services may not be transferred, sold, gifted, or reassigned without written approval from Syntia Hypnosis.

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#### **14. Packages and Expiration Dates**

If a client purchases a package, the package must be used within the stated expiration period.

If no expiration period is stated, packages expire **90 days** from the date of purchase.

Unused sessions after the expiration date are forfeited unless Syntia Hypnosis grants an extension in writing.

Packages are designed to support continuity. Long gaps between sessions may affect the flow and effectiveness of the process.

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#### **15. Remote Session Requirements**

Remote sessions may be conducted by Zoom or another approved platform.

Clients are responsible for ensuring they have:

A stable internet connection.

A private and quiet space.

A working camera and microphone, if required.

A safe place to sit or recline.

A safe setting where the client will not need to drive, operate machinery, supervise children, cook, or perform any task requiring alert attention during the session.

Clients should not participate in hypnosis while driving, under the influence of alcohol or recreational substances, or in any unsafe environment.

Syntia Hypnosis is not responsible for interruptions caused by the client's internet, device, environment, or technical issues.

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## **16. In-Person, Home, Group, and Corporate Services**

Syntia Hypnosis may offer occasional in-person, home-based, group, workshop, or corporate services.

Additional terms may apply to these services, including travel fees, deposits, preparation fees, venue requirements, safety requirements, cancellation deadlines, group minimums, and written agreements.

Syntia Hypnosis reserves the right to refuse or discontinue any in-person service if the environment is unsafe, inappropriate, disruptive, or outside the agreed scope of service.

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## **17. Client Safety and Scope of Practice**

Syntia Hypnosis may decline, pause, or refer out services when a client's needs appear outside the appropriate scope of hypnosis services.

This may include, but is not limited to, situations involving:

Active crisis.

Suicidal thoughts.

Severe mental health symptoms.

Untreated trauma requiring licensed clinical care.

Medical concerns requiring physician oversight.

Substance dependency requiring specialized treatment.

Requests for diagnosis, therapy, or medical advice.

A referral recommendation is not a rejection. It is a boundary designed to support client safety and appropriate care.

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## **18. Confidentiality**

Syntia Hypnosis respects client privacy and treats session information with care.

However, hypnosis services are not the same as medical, psychological, or psychotherapy services and may not carry the same legal confidentiality protections as licensed healthcare or mental health services.

Confidentiality may be limited when disclosure is required by law, necessary to prevent harm, related to abuse or neglect reporting obligations, needed for payment processing, required for business administration, or authorized by the client.

Clients should not submit highly sensitive medical, financial, or emergency information through website forms.

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## **19. Recordings, Materials, and Intellectual Property**

All written materials, audio recordings, session structures, exercises, scripts, website content, images, downloads, and educational materials created by Syntia Hypnosis are the intellectual property of Syntia Hypnosis unless otherwise stated.

Clients may use purchased or provided materials for personal use only.

Clients may not copy, resell, distribute, publish, reproduce, teach, upload, or commercially use Syntia Hypnosis materials without written permission.

Personalized recordings are created for the intended client only and may not be shared with others.

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## **20. Digital Products and Audio Recordings**

Digital products, recordings, downloads, and audio materials are for personal development and educational support only.

They are not medical treatment, mental health care, psychotherapy, or emergency support.

Do not listen to hypnosis recordings while driving, operating machinery, supervising children, cooking, or doing anything requiring alert attention.

Digital purchases are generally non-refundable once delivered, downloaded, accessed, or sent.

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## **21. Website Use**

The content on this website is provided for informational, educational, and promotional purposes.

You agree not to misuse the website, interfere with its operation, copy protected content, submit false information, attempt unauthorized access, or use the website for unlawful purposes.

Syntia Hypnosis may update, remove, or change website content at any time.

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## **22. Third-Party Platforms**

Syntia Hypnosis may use third-party services such as Calendly, Stripe, Zoom, email platforms, website hosting, or other tools for scheduling, payment, communication, or service delivery.

Use of those platforms may be subject to their own terms, privacy policies, and security practices.

Syntia Hypnosis is not responsible for interruptions, outages, processing delays, or platform-related issues caused by third-party providers.

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## **23. Communications**

By submitting a form, booking a session, purchasing a service, or contacting Syntia Hypnosis, you agree that Syntia Hypnosis may contact you regarding scheduling, payments, services, reminders, updates, and related business matters.

You may unsubscribe from promotional emails when applicable.

Clients are responsible for providing accurate contact information and checking email, text, or other agreed communication channels for appointment details.

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## **24. Refusal or Termination of Services**

Syntia Hypnosis reserves the right to refuse, pause, or terminate services if:

The client's needs are outside the scope of services.

The client behaves abusively, disrespectfully, or inappropriately.

Payment is not received.

The client repeatedly cancels, reschedules, or no-shows.

The client requests services that are unethical, unsafe, unlawful, or outside the purpose of hypnosis.

The practitioner determines that continuing is not in the best interest of the client or the practice.

If services are terminated by Syntia Hypnosis before a prepaid service is provided, any refund or credit will be determined based on the circumstances and services already rendered.

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## **25. Limitation of Liability**

To the fullest extent permitted by law, Syntia Hypnosis is not liable for indirect, incidental, consequential, special, emotional, financial, or punitive damages arising from use of this website, participation in services, reliance on materials, or inability to achieve a desired result.

The client understands that hypnosis services involve personal participation and that outcomes cannot be guaranteed.

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## **26. Assumption of Responsibility**

By participating in services, the client acknowledges that they are voluntarily choosing to engage in hypnosis and related personal development practices.

The client remains responsible for their own decisions, actions, health choices, professional care, and life circumstances.

Syntia Hypnosis may offer guidance, tools, reflection, and support, but the client remains the decision-maker in their own life.

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## **27. Changes to These Terms**

Syntia Hypnosis may update these Terms & Conditions at any time.

The updated version will be posted on this website with a revised "Last Updated" date.

Continued use of the website, booking of services, or purchase of products after updates means you accept the revised terms.

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## **28. Acknowledgment of Terms**

By booking, purchasing, attending, or participating in services with Syntia Hypnosis, the client acknowledges that they have reviewed and agree to these Client Policies & Terms, including the cancellation, rescheduling, no-show, payment, refund, deposit, service scope, and disclaimer policies.

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## **29. Contact Information**

For questions about these Terms & Conditions, scheduling, services, or client policies, please contact:

### **Syntia Hypnosis**

Email: [ignitechange@syntiahypnosis.com](mailto:ignitechange@syntiahypnosis.com)

Website: [syntiahypnosis.com](http://syntiahypnosis.com)