1. **General**
With each visit to the Site you signify your agreement to these Terms.

 These Terms were last modified on October 10th, 2019.

 **Terms and conditions agreement**

You, the customer, will apply any and all recommendations of Sonya Lee in conjunction with your regular health care provider recommendations.

Common sense prevail. Should any reaction occur as a result of the medications bought and ingested, The medicine is stopped immediately, notification provided, and medical assistance sought to prove the cause of the reaction.

If symptoms persist. Seek professional advice service

Past results are not an indication of future outcomes.

People who are pregnant, under the specific treatment of a health professional, in hospital care, taking medications, suffer from allergies, alcoholism or any other medicated condition that the person is actively or non-actively receiving treatment for must seek advice and ongoing monitoring from their Doctor or health care professional.

All product purchases are non-refundable.

**The recommendations offered are general in nature and do not take into consideration each individuals specific needs.**

The recommendations offered by Sonya Lee in any form of delivery, personal consultation, Online Program or in information formats, do not claim to ‘heal’ or ‘treat’ specific ailments.

The information shared and services provided assumes the individual partaking in the provided services is in good health, of sound mind , is able to comprehend the written and video information as intended by the provider of the information.

**Refunds**

All medicine and/or product purchases are non-refundable. Under any circumstance.

No refunds apply to services provided by Sonya Lee and agreed to on receipt of payment by the customer.

Online Programs offer a strict 7 day total refund policy after receipt of funds, and prior to the receiving of services and online program access.

On receipt of Online Program Services being provided a strict 20% refund for ‘change of mind’ for the first 7 days of Program. Regardless of customer access and utilization of the provided product and service.

Any delivery of products that exists as part of any Program are non-refundable and will commence only after the 7 day 20% refund for ‘change of mind’ period has passed.

Notice of refund requests: Intent to discontinue an agreed to service or product, must be sent in writing, via email. To contact@ sonyaleeconsulting.com.au.

Notice of Cancelling an agreed service or product: Where a service or product has been requested, written notice of ‘change of mind’ on a requested service or product must be given, whether money has or has not been exchanged.

Personal coaching and program services with Sonya Lee adhere to a strict pre-payment policy of any coaching or consultation being provided. Should customer not show for the agreed coaching/consultation the service is assumed to be given as agreed and the payment is non-refundable. 48hours of cancellation change of time is required for a full refund. After which time the customer forfeits 50% of the fee. Should no notice be given of intent upto 24 hours prior to agreed coaching/consulting session, the service is assumed given in full and non-refundable.

**CLIENT DISCLOSURE & AGREEMENT**

CLIENT: Before we begin, please read this agreement .This will let us know that you have read and that you understand and are in agreement to what is written here.

Your Practitioner is a professionally qualified Naturopath. Registered with the Australian Medicine of Traditional Therapies (since 1998). Hypnotherapist registered with American Board of Hypnotherapy and provides service and therapy Assisting with Body, Mind and Emotional connections to your presenting symptoms and problems. With the use of holistic natural therapies and medicines.

Any Prescribed medicines or Clinical testing procedures are not included in Consultation fees and are paid for separately and at the time of purchase or use. Paid for Medicines are non-refundable items.

Intake forms will ask you about your present problem for which you seek Hypnosis to assist you with as well as any other issues you might have. It also sets out the context in which you will get the outcome you want. It also covers some of the issues of law governing our relationship.

**Hypnosis** is alternative or complementary health care under the laws of a number of states: The person you will be working with is not licensed. That means that she is not a Medical Doctor, psychiatrist, psychologist, M.F.C.C., or M.S.W., and you acknowledge that you have never worked with a licensed person on this problem. (If you have, you need to present us a letter of referral from him before we start therapy or coaching. If you have been prescribed medication to take by him, you need to present us a letter of consent from him before we start therapy. This means a short written note stating that that you have informed your health care provider of your decision to engage in Hypnosis.) Furthermore, nothing that happens here in the session should be construed as, nor should you believe that it is a substitute for the advice of a licensed person.

What to Expect: Your alternative health care practitioner, Hypnotherapist has been trained and certified in Hypnotherapy. The session will probably be different from what you might have expected.

It is very important for us to discover the internal thought process of HOW you create the problem. That means that we are looking for your strategy, or how you structure the problem. Because our focus is on structure, that means that, once we discover it, we can move on and focus on having the problem disappear very quickly.

Because of this, your Hypnotherapist may cut short your answers or even talk about your problem in ways that you have never considered. She may even ask you questions that you do not totally understand consciously in order for your Unconscious Mind to make the changes you want at the unconscious level. It is important to do this so that we can reduce the time taken for the changes to take place. If you have been in a therapy session before, expect that this one will be very different, and quite a bit shorter.

This is the Process: We begin with you telling us the problem. We will ask you for examples of the problem and other questions to discover HOW you do it in your head. We will also probe to discover the source of the problem-the precipitating event(s). Sometime before the end of this part of the session we will ask you what has to happen so you will know the problem is gone.

After the Session: We will assign you some very specific tasks to do. These tasks are, absolutely, a fundamental part of the session. They may take up to several days or weeks to complete. The tasks are directly related to the circumstances that created the problem. YOU MUST DO THEM. If you do not, then neither you nor we can predict the outcome of the therapy or coaching. Certainly, any guarantees will not be valid if you do not do the tasking.

The second thing that it important is that you will need to stubbornly focus on what you want. The people who are the happiest over-all in life are those who recognize that you have a choice to focus on what you don't want or what you do want. You can focus on negative emotions and things that make you feel bad, or you can focus on positive emotions and things that make you feel good. It is your choice. After the session, YOU MUST FOCUS ON WHAT YOU WANT.

Finally, if your old pattern rears its ugly head, then you must refuse to run that pattern again. Please remember that we have the utmost total and complete respect for you and absolutely no respect for your old problem.

This is Alternative or Complementary Health Care, Your Hypnotherapist is a legal Complementary Healthcare Provider, and not a licensed Medical Doctor, Psychologist, Psychiatrist, Master's in Family and Child Counselling (MFCC), or a Master's in Social Work (MSW). The services you receive are not licensed in this state, nor does a governmental body regulate them. The self-regulated holistic treatments and client-centred disciplines in which your practitioner is trained and in which he/she has experience include, consulting and coaching, hypnosis and body talk. We will always provide only those services in which we have been trained, and if we find that we cannot help you, we will refer you to a licensed person who can assist you. During your session we will use one or more of the before mentioned techniques, as well as Naturopathic Diagnostics and clinical testing as appropriate for the service you have requested.

**Definition: Hypnosis:** This is the use of trance to make changes at the unconscious level. Hypnosis has been used to produce unconscious change with clients since 1843. All of our practitioners are

trained and certified as Hypnotherapists by the American Board of Hypnotherapy. Since Hypnosis may be used during your session, for your safety you should make sure that you are totally wide awake before driving or doing any other activity that may require concentration. Your practitioner is certified as a Hypnotherapist by the American Board of Hypnotherapy.

Confidentiality: We keep all information we receive from you, confidential, and do not disclose it to persons outside our company. All client information is kept strictly confidential and is for our internal use only. (Importantly, we are required in some states to share information about child abuse with state bodies who oversee such matters.)

**Guarantees:**

A**ny guarantee that applies to you** or your program will be provided by me and signed by you prior to our consultation or on initial consultation.

Your Choice, Your Responsibility: While, during the session, we will offer you advice and other ways of looking at your problem and its solutions for your consideration, you hereby agree that whatever we discuss is only our perspective and is not binding upon you, nor is it a prescription. If you want to discuss our suggestions with someone else, you should discuss them with a licensed health care provider. It is your responsibility to confirm whether or not any changes we made produced the desired results. It is your responsibility to communicate your results to us. Our liability is limited to the amount paid for the therapy.

# Privacy Policy

**Sonya Lee Consulting** is committed to providing quality services to you and this policy outlines our ongoing obligations to you in respect of how we manage your Personal Information.

We have adopted the Australian Privacy Principles (APPs) contained in the Privacy Act 1988 (Cth) (the Privacy Act). The NPPs govern the way in which we collect, use, disclose, store, secure and dispose of your Personal Information.

A copy of the Australian Privacy Principles may be obtained from the website of The Office of the Australian Information Commissioner at www.aoic.gov.au

## What is Personal Information and why do we collect it?

Personal Information is information or an opinion that identifies an individual. Examples of Personal Information we collect include: names, addresses, email addresses, phone and facsimile numbers.

This Personal Information is obtained in many ways including **[interviews, correspondence, public talks, by telephone and facsimile, by email, via our website www.sonyaleeconsulting.com.au, from your website, from information media registrations, from media and publications, from other publicly available sources, from cookies** and from third parties. We don’t guarantee website links or policy of authorised third parties.

We collect your Personal Information for the primary purpose of providing our services to you, providing information to our clients and marketing. We may also use your Personal Information for secondary purposes closely related to the primary purpose, in circumstances where you would reasonably expect such use or disclosure. You may unsubscribe from our mailing/marketing lists at any time by contacting us in writing, or clicking the ‘unsubscribe’ link.

When we collect Personal Information we will, where appropriate and where possible, explain to you why we are collecting the information and how we plan to use it.

## Sensitive Information

Sensitive information is defined in the Privacy Act to include information or opinion about such things as an individual's racial or ethnic origin, political opinions, membership of a political association, religious or philosophical beliefs, membership of a trade union or other professional body, criminal record or health information.

Sensitive information will be used by us only:

• For the primary purpose for which it was obtained

• For a secondary purpose that is directly related to the primary purpose

• With your consent; or where required or authorised by law.

## Third Parties

Where reasonable and practicable to do so, we will collect your Personal Information only from you. However, in some circumstances we may be provided with information by third parties. In such a case we will take reasonable steps to ensure that you are made aware of the information provided to us by the third party.

## Disclosure of Personal Information

Your Personal Information may be disclosed in a number of circumstances including the following:

• Third parties where you consent to the use or disclosure; and

• Where required or authorised by law.

## Security of Personal Information

Your Personal Information is stored in a manner that reasonably protects it from misuse and loss and from unauthorized access, modification or disclosure.

When your Personal Information is no longer needed for the purpose for which it was obtained, we will take reasonable steps to destroy or permanently de-identify your Personal Information. However, most of the Personal Information is or will be stored in client files which will be kept by us for a minimum of 7 years.

## Access to your Personal Information

You may access the Personal Information we hold about you and to update and/or correct it, subject to certain exceptions. If you wish to access your Personal Information, please contact us in writing.

**Sonya Lee Consulting** will not charge any fee for your access request, but may charge an administrative fee for providing a copy of your Personal Information.

In order to protect your Personal Information we may require identification from you before releasing the requested information.

## Maintaining the Quality of your Personal Information

It is an important to us that your Personal Information is up to date. We will take reasonable steps to make sure that your Personal Information is accurate, complete and up-to-date. If you find that the information we have is not up to date or is inaccurate, please advise us as soon as practicable so we can update our records and ensure we can continue to provide quality services to you.

## Policy Updates

This Policy may change from time to time and is available on our website.

## Privacy Policy Complaints and Enquiries

If you have any queries or complaints about our Privacy Policy please contact us at:

**PO Box 2076, GLENELG SA 5045**

**contact@sonyaleeconsulting.com.au**