neurhythmic

NEUROFEEDBACK

Terms and conditions

These terms explain how sessions work, what you can expect from us and what we ask of you. Please read them before your first appointment, and ask us about anything that isn't clear.

01 Who we are

Neurhythmic is the trading name of Edwina Dowling, an independent neurofeedback practitioner offering in-person sessions for children and adults. In these terms, "we", "us" and "our" mean Neurhythmic, and "you" means the client, or the parent or guardian booking on a child's behalf.

You can contact us at edwina@neurhythmic.com or on 07595 221 459.

02 About neurofeedback

Neurofeedback is a non-invasive approach that supports the brain and nervous system to learn more regulated patterns of activity. Sensors placed on the scalp read brain activity; nothing is put into the brain. Sessions are tailored to each person and reviewed as we go.

Everyone responds differently, so we cannot guarantee specific results or say how many sessions you will need. We will talk openly with you about progress throughout.

03 Medical disclaimer

Neurofeedback is not a substitute for medical, psychiatric or psychological care, and we do not diagnose conditions. If you are under the care of a doctor or other clinician, please keep them informed and continue any treatment they recommend.

Never stop or change medication without speaking to your prescriber. Please tell us about any changes to your health or medication during your sessions, as this can affect how we plan your training.

04 Before your first session

We begin with an initial consultation to understand your history and goals, and to agree whether neurofeedback is right for you. You will be asked to complete an intake form and to give written consent before sessions begin. Please give us accurate, complete information so we can work safely.

05 Children and young people

A parent or guardian with parental responsibility must give consent for anyone under 18. Parents and guardians are welcome to stay during sessions, and children can also attend on their own if you agree. If you are not staying, please make sure we can reach you throughout the session. We will explain neurofeedback to young people in a way that suits their age, and listen to their views.

06 Fees and payment

Our current fees are: initial consultation [£]; individual session [£]; package of [ ] sessions [£]. Payment is due [at the time of booking / at the end of each session] by [bank transfer / card].

If you stop before using all the sessions in a package, we will refund the unused sessions, less any discount applied to the sessions you have already had. Packages are personal to the client and cannot be transferred.

07 Cancellations and missed appointments

We understand that life, and especially family life, can be unpredictable. However, appointments are reserved just for you, so:

- You can cancel or rearrange free of charge with at least [48 hours'] notice.
- With less than [48 hours'] notice, or if you do not attend, the full session fee is payable.
- If you arrive late, your session will still end at the planned time and the full fee applies.
- We may use our discretion in genuine emergencies or sudden illness. Please tell us as soon as you can.

08 If we need to cancel

If we have to cancel a session, we will give you as much notice as possible and offer another appointment or a full refund for that session.

09 Your right to cancel

If you book by phone, email or online, you have the right to cancel within 14 days of booking for a full refund. If you ask us to start sessions within those 14 days, you will pay for any sessions you have already had.

10 Your wellbeing and safety

Most people find sessions relaxing. Some notice short-lived effects such as tiredness, changes in sleep or shifts in mood as the nervous system adjusts. Please tell us about anything you notice, so we can adjust your training.

We are not an emergency service. If you or someone you care for is in crisis or immediate danger, call 999, contact NHS 111 or speak to your GP.

11 Confidentiality

Everything you share with us is confidential. We will only share information without your consent if we believe someone is at risk of serious harm, there is a safeguarding concern about a child or vulnerable

adult, or the law or a court requires it. We may discuss cases in professional supervision, with anything that could identify you removed. Our Privacy Policy explains how we look after your information.

12 Insurance and professional standards

We hold professional indemnity and public liability insurance with [INSURER], and are a member of [PROFESSIONAL BODY]. Our insurance covers sessions with children without a parent present, and we are DBS checked. Details are available on request.

13 Contact and communication

Email and phone messages are for arranging appointments and brief updates. We aim to reply within [2] working days, so please do not use them in an emergency.

14 Ending sessions

You can stop sessions at any time. We may also end or pause sessions if neurofeedback is no longer helping, your needs are outside what we can safely offer, fees remain unpaid, or these terms are repeatedly not followed. Wherever possible, we will discuss this with you first and suggest other sources of support.

15 Our liability

We will provide our services with reasonable care and skill. Nothing in these terms limits our liability where it would be unlawful to do so, including for death or personal injury caused by our negligence, and your statutory rights are not affected.

16 Changes to these terms

We may update these terms from time to time. The version in place when you book will apply to that booking. These terms are governed by the law of England and Wales.

Your agreement

By booking or attending sessions, you confirm that you have read and understood these terms and agree to them. If you are booking for a child, you confirm that you have parental responsibility for them.

Client name _____ Signature _____

Parent or guardian (if under 18) _____ Date _____

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These terms were last updated in November 2026.