Terms & Conditions

Online therapy, session packages and Private Messaging

Last updated: 27 October 2026

1. Who I am and how these terms apply

What Makes It Happen is operated by **Graham Barrone**, a sole trader providing online psychotherapy, hypnotherapy, past-life regression and related services. You can contact me at **hello@whatmakesithappen.com**.

These terms explain how online bookings, individual sessions, four-session packages and Private Messaging subscriptions work. Please read them, together with any service-specific information shown at checkout and my Privacy Policy, before purchasing. Any mandatory consumer rights take precedence over these terms.

2. Who my services are for

Services are offered to **adults aged 18 or over** where the work is appropriate and I can offer it responsibly. I may discuss suitability before starting and may recommend a different service or practitioner if your needs fall outside my competence, availability or professional arrangements.

Sessions take place online using Zoom. I do not provide emergency, crisis-response or real-time monitoring services. If you or another person is in immediate danger, contact local emergency services. If you are outside the UK, please use the emergency services appropriate to your location.

3. Services, duration and prices

Service	**Single session**	**Four-session package**
Psychotherapy	60 minutes - £70	£260 (£65 per session)
Hypnotherapy	90 minutes - £95	£340 (£85 per session)
Past-Life Regression	90 minutes - £95	£340 (£85 per session)

A free introductory conversation, when available, lasts **20 minutes**. Private Messaging costs **£150 per month** and is described in section 9. All prices are in pounds sterling. Any applicable taxes or mandatory charges should be displayed before you commit to payment; the checkout price and booking confirmation govern the specific purchase.

Hypnotherapy and past-life regression sessions are scheduled for 90 minutes and may, where appropriate, extend towards two hours at my discretion. Any departure from the price or allocated appointment time must be agreed in advance. Separate live sessions are not included within the Private Messaging fee.

4. Booking and starting work together

A booking or purchase is made through the relevant website checkout or by another arrangement we explicitly agree. Confirmation is subject to payment where required, appointment availability and suitability. Please provide accurate contact details and select the correct time zone when booking.

The free introductory conversation is an opportunity to ask questions and explore whether we might work together. It does not commit either of us to a course of therapy. Where further assessment or consent is needed, this will be discussed before substantive work begins.

5. Individual appointments: cancellation and rescheduling

Please give at least 24 hours' notice where possible if you need to cancel or reschedule. Cancellations with less than 12 hours' notice may be charged, as explained below.

If you cancel with less than 12 hours' notice or do not attend, the normal fee will ordinarily be charged or, if you used a package, one session credit will ordinarily be used. I may make exceptions in emergencies or exceptional circumstances, at my discretion and consistently with your statutory rights.

If I need to cancel an appointment, I will offer a suitable alternative date or, where appropriate, refund the undelivered appointment. If you arrive late, we may need to finish at the original time so that later appointments are not affected. The normal fee may still apply.

Important: this 12-hour appointment-management rule is separate from any statutory right to cancel an online purchase, explained in section 8. It does not remove those legal rights.

6. Four-session packages

Four-session packages are for four appointments in the service purchased and are valid for **12 months from the date of purchase**. Please use all four appointments during that period. Package sessions are ordinarily for the person named when purchased and are not automatically transferable to another person or service.

You can reschedule individual package appointments under the 12-hour rule. A late cancellation or missed session will normally use one package credit, unless an exception is agreed or applicable law requires a different outcome.

Outside any statutory cancellation or refund right, unused package sessions are **not automatically refundable**. You may request an exception, which I will consider fairly. If I agree to end a package early at your request, sessions already delivered may be recalculated at the standard individual-session price; any deduction for demonstrable processing costs will be limited to amounts that are fair, lawful and properly disclosed. I will explain the calculation before issuing any discretionary refund.

If I discontinue a package or cannot supply the remaining appointments, I will offer a reasonable alternative where appropriate or refund the undelivered portion, subject to applicable consumer law. You will not lose legal remedies because these terms set out a discretionary refund approach.

7. Payments and pricing

Payments are handled by the payment providers offered through Wix or another method specifically agreed. I do not receive or store your full payment-card details. Bookings, subscriptions and package purchases may show their own payment receipts and renewal information.

Any subscriber discounts are available only while a qualifying Private Messaging subscription is active and where the offer is shown or confirmed at booking. Current subscriber live-session rates are **£65 for psychotherapy** and **£85 for hypnotherapy or past-life regression**. Discounts do not combine with other offers unless expressly stated.

8. Statutory cancellation rights for online purchases

If you enter an eligible service contract online or at a distance as a consumer, you will **normally have a 14-day cancellation period** starting the day after the contract is made. Legal exceptions may apply depending on the type of contract or service. This is distinct from the 12-hour notice rule for changing an individual appointment.

To exercise a statutory cancellation right, send a clear statement of your decision to **hello@whatmakesithappen.com**, or use any cancellation method provided in your account or purchase information. The optional cancellation form at the end of this document may be used but is not required.

If you expressly ask me to begin an eligible service during the cancellation period, and I have properly obtained the acknowledgements required by law, a statutory cancellation after work has begun may result in a fair, proportionate charge for the service already supplied. For a fully delivered service, cancellation rights may end where the relevant legal requirements have been met. The calculation applicable to statutory cancellation is not replaced by the discretionary standard-rate package calculation described above.

Your rights if services are not performed with reasonable care and skill, are not supplied as agreed, or otherwise breach consumer law are unaffected. No clause in these terms is intended to exclude or restrict rights that cannot legally be excluded.

9. Private Messaging subscription

What is included

Private Messaging is a paid, asynchronous written-support service delivered through Zoom. It costs **£150 per month**. When messages are present, I aim to provide **at least two replies on each service weekday, Monday to Friday**. Replies are not immediate and are not scheduled live conversations; response times may vary across the day and different time zones.

Private Messaging is not suitable for emergencies or situations requiring immediate assessment or continuous support. Live psychotherapy, hypnotherapy and regression appointments are booked and paid for separately.

Starting, renewal and cancellation

The subscription begins when activated as shown in your purchase confirmation. Unless cancelled, it renews automatically each monthly billing period at the price shown at checkout. The renewal date and method of cancellation should be available in your Wix account or purchase information. You can also contact me for help ending future renewals.

Cancelling the ongoing subscription stops future renewal payments once the cancellation has taken effect. Normally, access continues until the end of the paid period. Cancelling future renewal is different from requesting a refund or exercising a statutory cooling-off right; those situations are assessed under the applicable consumer rules.

Leave, interruptions and pauses

If planned leave, public holidays or another absence will affect the normal weekday reply commitment, I will communicate the arrangements as early as practicable. Where the service cannot be supplied for part of a paid period, I will arrange an appropriate billing pause, credit, extension or refund so that you are not charged for support I do not make available.

You may also request a temporary pause. We will agree when the pause starts and ends, how access and billing are affected, and any remaining paid entitlement. A request alone does not change the platform's renewal schedule; I will confirm the agreed arrangement in writing. Any adjustment must be implemented through the available payment controls or an appropriate manual refund or credit.

Refunds requested solely because you decide to stop using an otherwise available service part-way through a billing period are considered fairly and at my discretion, unless statutory rights apply. Any deduction for genuinely incurred administration or payment processing costs will be made only where lawful and clearly disclosed; no such deduction overrides a mandatory refund right.

10. Suitability, boundaries and ending therapeutic work

Therapy depends on collaboration, but neither progress nor a particular result can be guaranteed. You may decide to stop working with me at any time; this does not itself cancel a package or subscription payment obligation unless the relevant cancellation or refund terms apply.

I may decline or end work if it falls outside my competence, becomes unsuitable, or cannot safely or ethically continue. I will explain this as far as appropriate, offer a sensible signposting or referral route where possible and address any payment for undelivered services fairly and in line with legal rights.

Both of us are expected to communicate respectfully, maintain appropriate professional boundaries and avoid sharing another person's confidential information without a proper reason.

11. Hypnotherapy and past-life regression

Hypnotherapy is a collaborative process and does not necessarily produce a particular experience or outcome. Past-life regression is offered as an **exploratory, subjective experience**, not as a scientifically established method of verifying previous lives or historical events.

Hypnosis and suggestion do not reliably establish the accuracy of memories. Imagination, expectation and suggestion can influence what is experienced. Material arising in sessions should not be treated as independent proof of past events or allegations, nor used in place of appropriate medical or mental-health assessment or evidence-based care.

You may ask questions, disagree, pause or stop a technique. I will discuss the approach, suitability and any specific boundaries before beginning.

12. Confidentiality, records, Zoom and optional AI

Personal information and confidential therapeutic records are handled as described in the **Privacy Policy** available from my website. Online sessions take place on Zoom, and relevant written messages may form part of your therapy record.

I may offer Zoom AI-assisted summaries, but will not activate them for a therapy session without prior explicit agreement. Declining AI assistance does not prevent you from receiving therapy. Recordings, where offered, require a separate agreement about purpose, security and retention; they are not an

automatic part of a session.

13. Technical problems and availability

Online sessions take place via Zoom. You are responsible for having a suitable device, an internet connection with sufficient bandwidth, and a reasonably private, quiet environment for your session. Please check these arrangements before your appointment.

If a connection fails, lags significantly or a session is interrupted, we will make reasonable attempts to reconnect or agree a practical way to continue.

Where a disruption is caused by your equipment, connection or environment, the booked time will normally remain chargeable. A refund, replacement appointment or extension is not automatically available. I may make a reasonable exception depending on the circumstances, subject to applicable consumer rights.

Where a problem at my end prevents me from delivering a substantial part of the agreed session, I will offer an appropriate rescheduling arrangement, credit or refund in accordance with your statutory rights.

Where the cause is unclear, or an outage beyond either party’s control affects the session, I will consider the circumstances fairly and seek a reasonable resolution. I cannot guarantee the uninterrupted operation of Zoom, Wix or independent internet services, but this does not remove my responsibility to supply services with reasonable care and skill.

14. Journals and third-party purchases

Links to journals or books sold by external retailers, including Amazon, take you to those retailers' purchase systems. Their prices, delivery, returns and account terms apply to purchases made there. My website may link to those products for convenience, but those transactions are not purchases of a WMiH therapy service.

15. Complaints and resolving concerns

If something about your booking, payment or work with me concerns you, please email hello@whatmakesithappen.com. I will seek to respond constructively and explain any appropriate next steps. If the concern relates to your personal information, the complaint procedure in my Privacy Policy also applies.

Nothing in these terms excludes liability where doing so would be unlawful, including liability for death or personal injury caused by negligence, fraud or mandatory consumer rights.

16. Changes and governing law

I may update these website terms prospectively, with a new update date. Terms in force at the time you purchase ordinarily apply to that purchase, unless a change is required by law or we expressly agree otherwise. Material changes to an ongoing subscription will be communicated as required by applicable law.

These terms are governed by the law of England and Wales, without depriving you of any mandatory consumer protection that applies where you ordinarily live.

17. Contact

Graham Barrone | Trading as What Makes It Happen | Email: hello@whatmakesithappen.com

CANCELLATION FORM

Optional cancellation notification

Use this page if you wish to notify me that you are cancelling an eligible online purchase. **You do not have to use this form.** You can instead send a clear email to hello@whatmakesithappen.com. Any relevant statutory rights continue to apply.

Recipient

Graham Barrone | What Makes It Happen
Email: hello@whatmakesithappen.com

Notification

I hereby give notice that I wish to cancel my contract for the following service:

_____

Purchase details

Date ordered: _____

Order or booking reference (if known): _____

Your details

Name: _____

Email used for purchase: _____

Date of this notice: _____

If you are sending this form electronically, a typed name and a clear statement of cancellation are sufficient; no physical signature is required.