

FAQ's and GUIDELINES for the IBS Recovery Program

The IBS Recovery Program is highly successful in overcoming symptoms of IBS and other gut disorders when internal and external stressors are a contributing factor. The program has been successfully operating for six and a half years and is structured to provide the very best outcomes for your health and wellbeing.

The IBS Recovery Program is comprehensive, with your results highly determined by your level of commitment. Mind Matters will commit everything to you during your consultations and is 100% invested in overcoming your symptoms and improving your life, however this is only achievable if your commitment is also 100%.

Below are the expectations and guidelines of commitment to the program. Please read these carefully prior to booking to determine whether you can meet this commitment level:

- The IBS Recovery Program consists of 5 one-on-one sessions.
- Gut-directed hypnotherapy will be provided to you to complete at home throughout the program for 30 minutes, 6 days per week.
- All 5 sessions are booked upfront. This is to ensure there is availability for you and other clients.
- The 5 sessions are to be completed within an 8 week period to foster beneficial momentum, commitment and results.
- We will do our best to find times that suit you and secure those. Please check your calendar/diary carefully prior to booking to prevent changes.
- If you have already booked your 5 sessions and need to cancel an appointment, please be aware that you may be waiting a number of weeks to secure another time. If this pushes your program over 8 weeks, you will be requested to start at a later time when you can complete your sessions within the 8 week period.
- Consultations run for 75 minutes at a fee of \$150.00 per consultation. There is an upfront payment option of \$650.00 which saves \$100.00 over the 5 sessions.
- Making an upfront payment only provides you a discount; it does not spare you from the cancellation policy and associated fees, nor does it provide a greater ability to secure appointments.
- Payments are to be made during your consultation either by direct debit through your mobile device, or cash.
- The cancellation policy is 48 hours notice by phone, text or email. If notice is under 48 hours, you will be required to pay the full consultation fee of \$150 prior to the next appointment as the cancellation.
- Upon booking you will receive an appointment confirmation via email. A health history and consent form will be attached which require returning at least 48 hours prior to your initial consultation.
- When checking your inbox for your email confirmation, please check your junk mail folder as it often sneaks in there.
- For private health insurance, Mind Matters is a member of the Australian Hypnotherapist's Association and therefore claimable through eligible private health funds. It is up to you to verify with your health fund and particular policy.
- When making a booking enquiry, please keep details minimal. Your health history and initial consultation provides the time for this information to be shared.

To book your program, please contact Mind Matters by phone on 0407 590 599.