

From: mail@danskhypnose.dk <mail@danskhypnose.dk>

Sent: Sunday, April 21, 2024 8:59 AM

To: Hana C <hcuric8899@gmail.com>

Subject: Sv: Kvittering fra DANSK HYPNOSE Stavanger

Good morning Hana

I'm very surprised to see your email, since you came back of your own free will on day 2 and thanked me for a great session and wanted to give a hug.

I'm very sorry to hear you feel exposed. However, I must emphasise that you actually wrote a large part of your story to me by email BEFORE you came to the clinic. At the clinic, I did NOT ask about your story. I asked what you wanted to achieve. You talked about your trauma - without prompting. I tried several times to get you to talk about your wishes for the future.

I therefore find it difficult to see how I in any way should have contributed to aggravating your suffering. Unfortunately, I have to say that my experience is that I tried to avoid elaborating on your suffering, which was and is my professional discretion.

Regarding that you feel that you have not received the hypnotherapy you paid for, I unfortunately completely disagree with you. The main element of hypnotherapy is to work with how a belief affects one's behaviour. This can be done in a myriad of ways - with or without eyes closed. My assessment was - and is - that your trauma was so vivid to you that "taking you back" would be unethical. Therefore, we worked - quite intensely - on how your beliefs affect your daily behaviour and self-perception.

So, no matter how much I think about it, I can't recognise that you didn't get what you paid for.

However, I would like to respect your experience - of course, it is absolutely not my intention that you think I am responsible for your trauma.

From a general humanitarian perspective, I would like to honour you and give you a refund for the one session. I will do this because I generally do NOT recommend taking 2 sessions within the same week. I could have made that clear to you and would therefore like to compensate you.

I have at no time encouraged you to book 2 sessions - you have chosen this on your own - and you have not mentioned that you wanted to change this, so if I have to meet you in this way, I must expect you to take responsibility for what you have shared with me unsolicited on your own initiative - and this issue is thus completely and finally closed.

Alternatively, I must unfortunately refer you to my professional insurance who will take the necessary legal action.

If you can find peace with this, I would like to ask for your bank details to which you would like a refund for the one session.

Vennlig hilsen

Hans Fogh Laustsen

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