



Terms of Service

1. Acceptance of Terms

By accessing this website, booking an appointment, or using any of our services, you agree to be bound by these Terms of Service, our **Privacy Policy**, and our **No-Refund Policy**. If you do not agree with these terms, you should not use the website or services.

2. Nature of Services

We provide professional mental health services, including **tele-mental health consultations, online psychological support, and mental health coaching** delivered through secure digital platforms. **In-person sessions are also offered and scheduled based on client requirements and availability.**

All services are provided in accordance with applicable ethical and professional standards.

3. Privacy and Data Protection

We are committed to protecting your privacy. Any personal information shared through this website, booking forms, or during sessions is handled in accordance with our **Privacy Policy**.

By using our services, you consent to the collection, use, and storage of your information as described in the Privacy Policy. We do not sell, rent, or misuse client data.

4. Confidentiality

All client communications are treated as confidential in accordance with professional ethical guidelines and applicable laws.

However, confidentiality may be legally limited in situations involving:

- Risk of harm to the client or others
- Abuse or neglect disclosures
- Legal or regulatory obligations

5. No Emergency or Crisis Services

Our services are **not intended for emergency or crisis situations**.

If you are experiencing a medical or psychiatric emergency, or are at risk of harm to yourself or others, please contact local emergency services or a licensed emergency provider immediately.

6. Appointments and Scheduling

- Appointments must be booked in advance.
- Online and in-person sessions are subject to availability.
- Clients are responsible for being available and prepared at the scheduled time.

Failure to attend a scheduled session without proper notice is considered a **no-show**.

7. Payments

- Payment is required in advance or as agreed at the time of booking.
- Payments are processed through secure third-party payment platforms.
- We do not store or have direct access to your payment details.

8. No-Refund Policy

All payments are **non-refundable**.

Refunds will **not** be issued in the following cases:

- Failure to attend a scheduled session (online or in-person)
 - Late arrival that prevents the session from taking place
- Cancellation without adequate notice as specified at booking
 - Change of mind after payment

By booking a session, you acknowledge and agree to this **No-Refund Policy**.

9. Client Responsibility

Clients are responsible for providing accurate information and for actively participating in sessions. Outcomes vary based on individual circumstances, and no specific results are guaranteed.

10. Intellectual Property

All content on this website, including text, branding, graphics, and materials, is the intellectual property of the website owner and may not be reproduced or used without prior written permission.

11. Limitation of Liability

While professional care is taken in delivering services, we make no guarantees regarding outcomes. To the extent permitted by law, we are not liable for any direct or indirect loss arising from the use of this website or services.

12. Third-Party Platforms

Online services may be delivered using third-party communication tools. We are not responsible for technical failures, interruptions, or the privacy practices of these third-party platforms.

13. Modifications to Terms

These Terms of Service, Privacy Policy, and No-Refund Policy may be updated at any time without prior notice. Continued use of the website or services constitutes acceptance of the updated terms.

14. Governing Law

These Terms shall be governed and interpreted in accordance with applicable laws of the jurisdiction in which services are provided.

15. Contact Information

For questions regarding these Terms, Privacy Policy, or No-Refund Policy, please contact us using the contact information provided on the website.