



## PRIVATE SESSIONS TERMS AND CONDITIONS & AGREEMENT

**Deposits:** Deposits are required for all private sessions. This deposit is to show good faith that you arrive for your appointment and arrive on time. Deposits will be applied toward the total cost of the session.

**Cancellations:** If you need to cancel or reschedule your appointment, you are required to cancel/reschedule at least 24 hours in advance of your scheduled appointment. Any client who fails to show or fails to cancel/reschedule at least 24 hours in advance will be considered a No Show and will be charged the full Deposit amount of the service.

**Rescheduling:** Should you decide to reschedule your appointment, with at least 24 hours notice, the Service Deposit will be transferred to your new appointment time.

**Refunds:** NO refunds are given. Payments and deposits are non-refundable (unless you give 24 hour notice to cancel your appointment, then the deposit is refundable.) You are responsible for the full amount of the session, including the deposit.

*Note: We understand that unforeseen emergencies occur and you may not be able to keep your scheduled appointment or notify us of changes at least 24 hours in advance. If you should experience extenuating circumstances, please contact [hello@loveandlightcollective.com](mailto:hello@loveandlightcollective.com) and we may be able to waive your deposit fee.*

**Confidentiality:** We will hold the data and information shared with us during your participation in the sessions as proprietary, sensitive, and confidential in nature during the Term of this Agreement as well as after termination. As such, we will not share such information with any party without express written consent from you (with email being an acceptable form), unless otherwise required to do so by law or if we reasonably believe you pose a danger to yourself or to others. The session content and materials are confidential and you agree not to share the content and materials with third parties.

**Ownership and Nondisclosure of Private Session or Materials:** The session content and materials are proprietary and you agree not to share the content and materials with third parties. You agree that the session content and materials are solely for your own personal use for the purpose of being successful and healthy in your own life and that they may not be copied, modified or distributed for any purpose. Any disclosure to a third party is strictly prohibited and will be grounds for immediate termination of this Agreement.

**Non-Disparagement:** Each party will not make any false, disparaging, or derogatory statement in public or private regarding the other party, its employees, contractors, or agents.

**Release:** You understand that there may be a risk to your health in receiving energy healing work, in trying any recommendations made by your practitioner (including foods and supplements), and in making lifestyle changes, for example allergic and physiological reactions, and you assume these risks. You release us from any and all liability, damages, causes of action (including for negligence), allegations, suits, sums of money, claims and demands whatsoever, in law or equity, which you have ever had, now has or will have in the future against us, arising from your past or future participation in, or otherwise with respect to, the Services, unless arising from our intentional misconduct.

**Late or Declined Payments:** If any payment we attempt to collect is declined for any reason, we may terminate this Agreement and pursue collection of the balance of the Service or Program Fee and or installments remaining, including sending the outstanding balance to a collection agency. You agree to hold us harmless and that we will have no liability with respect to our enforcement of this Section, and you will be responsible for the reasonable costs of collection.

**Payment Disputes:** If you have a dispute concerning any payment transaction, please contact us at [hello@loveandlightcollective.com](mailto:hello@loveandlightcollective.com). If you contact your bank or credit card company to reject the charge of any part of the Service ("Chargeback"), this act will be considered a breach of your payment obligations and this Agreement. We reserve the right to automatically terminate your access to the Services, dispute any Chargeback, and take all reasonable action to authorize the transaction.

**Dispute Resolution:** The Parties agree to attempt to resolve any dispute, claim, or controversy arising out of or relating to this Agreement through e-mail, telephone or video communications ("Electronic Communications"). The Parties further agree that their respective good faith participation in any Electronic Communications in an attempt to resolve the dispute is a condition precedent to pursuing any other available legal or equitable remedy, with the exception of our right to enforce your payment obligations as set forth in this Agreement. If any legal action or other proceeding is brought for the enforcement of the Agreement, or because of an alleged dispute, breach, default, or misrepresentation in connection with any of the provisions of the Agreement, the prevailing party shall be entitled to recover reasonable attorneys' fees and other costs incurred in that action or proceeding, in addition to any other relief to which it or they may be entitled.

**Hold Harmless:** By booking a service with Love and Light Collective you agree that you have read and understood the terms and conditions listed here and you agree to hold harmless Love and Light Collective, LLC and all staff/practitioners who perform services from any and all claims, liabilities, damages and losses.

If you violate any of the terms of this Agreement, we may terminate this Agreement, and you will still be liable to pay the Service Fee in full. You will also be liable for any costs, expenses, damages, and fees, all court costs, and reasonable attorney's fees that we may incur as a result of your violation (this also includes collection agency costs if you breach your payment obligations).