

# Our Terms and Limits

Before you book a session (paid or complimentary), please note our terms and conditions.

Coaching is for individuals who are emotionally and psychologically healthy and who desire to make changes and move forward in their lives. Coaching is not advice, therapy, or counseling. Likewise, our Confidante services are for individuals who are emotionally and psychologically healthy and who desire to make changes and move forward in their lives. While our confidante services are not advice, therapy, or counseling; confidantes (and coaches) will encourage the facilitation of an honest and clarifying conversation. By entering this relationship, the coach/confidante and client acknowledge that the client wants to make considerable progress in her life.

**Scheduling:** All services are conducted telephonically. Scheduling is a collaborative process between the Coach and Client, with session times mutually agreed upon. Once scheduled, clients are encouraged to confirm appointment details via email or through a calendar invitation..

**Cancellations/Refunds:** No-shows, cancellations, or rescheduling requests made without at least 24 hours' notice are not eligible for a refund. However, we understand that emergencies and unexpected situations can arise. In such cases, the Coach will make every effort to reschedule the missed session at a convenient time. If repeated attempts to reconnect follow an unsuccessful pattern, HeRemedy reserves the right to determine the status of any remaining sessions at its discretion.

Requests made with more than 24 hours' notice are not eligible for a refund but will be rescheduled at a mutually agreed-upon time.

In the event that a session must be missed due to an emergency or error on the part of HeRemedy or its Independent Contractors, clients may choose to receive a full refund or reschedule the session at their convenience.

**Limitation of Liability:** The Client is responsible for his/her own decisions, actions, and results. The Client agrees to hold HeRemedy, LLC (and its Independent Contractors) free from all liability for any action, advice, opinion, consultation and results, or adverse situations resulting directly or indirectly from coaching and/or confidante-related communications between the parties, including but not limited to any losses caused by any negligence on the part of HeRemedy, LLC and its Independent Contractors. The Client agrees to indemnify, defend, and hold harmless HeRemedy, LLC and its Independent Contractors from and against any and all liability or expense, including defense costs and legal fees incurred in connection with claims for damages of any nature whatsoever including but not limited to bodily injury, death, personal injury, financial or business losses, worker's compensation, past or future lost earnings, damage to reputation, or property damage arising from HeRemedy, LLC and its Independent Contractors performance or failure to perform obligations hereunder. HeRemedy, LLC and its Independent Contractors shall not be liable for any damages, losses, costs, or expenses, including incidental or substantial damages, of Client.

**By proceeding with booking, you are acknowledging full understanding and acceptance of Our Terms and Limits.**