

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, a Heart2Heart is for individuals who are emotionally and psychologically healthy and who desire to make changes and move forward in their lives. While a Heart2Heart is 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, other than TL&H, are telephonic and can be scheduled up to 60 days in advance. Clients should confirm date and time prior to remitting payment. After booking is completed, Client should review confirmation for important appointment details.

*For HeResort, Client acknowledges all included services must be scheduled within the 6-week validation period (6 weeks from the start date the Client selected at the time of purchase). Client agrees to reach out to HeRemedy in the event of scheduling challenges (at least 14 days prior to the end of the 6th week).

Cancellations/Refunds: No shows, rescheduled requests, or cancellations received without adequate notice (at least 24 hours) will not be refunded for the missed session. Requests, with adequate notice (greater than 24 hours of scheduled session), will be fully refunded and/or rescheduled accordingly. All prepaid sessions will be fully refunded, in the event of an emergency within HeRemedy (or its Independent Contractors), regardless of notice period if efforts to reschedule are unsuccessful.

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.