

DHO Counselling & Family Therapy – CLIENT TERMS OF SERVICE & PAYMENT AGREEMENT

Effective Date: Payment Date.

Client: _____ (Full name as seen on Payment Receipt)

Please read carefully. By making any payment for services, you acknowledge and agree to these terms.

1. Services & Scope

DHO Counselling & Family Therapy provides faith-based, trauma-informed psychological therapy, coaching, group programs, workshops, digital products, and mentorships as described on the DHO service menu. Services are therapeutic and educational in nature, not a substitute for medical or psychiatric care where indicated.

2. Acceptance & Eligibility

By booking services, Client confirms they are eligible to participate and will provide accurate personal and health information as needed for safe care. Client acknowledges that some services (e.g., group programs, workshops and trainings) may involve sharing with others, pictures and videos may be taken, and client consents to appropriate group boundaries and any media taken (pictures and videos) can be used at the discretion of therapist.

3. No Guarantee of Specific Outcomes

Client understands that therapy, coaching, trainings and digital products are processes that require active client participation. While Therapist will provide professional guidance, no promise or guarantee is made regarding specific results or outcomes. Any changes are dependent on multiple factors including Client's commitment, external circumstances, and readiness to implement recommended work. Client expressly acknowledges that Therapist does not guarantee particular results.

4. Fees, Payment & Currency

a. Fees for services are displayed on the DHO service menu and provided at booking. Prices are listed in USD (\$) and GBP (£). Confirmed booking prices are payable in the currency agreed at time of purchase. b. Payment is required before commencement of services unless alternate arrangements are agreed in writing. c. Accepted payment methods: bank transfer, card, or other electronic payment methods specified at booking. Payment instructions will be provided upon booking.

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5. Non-Refundable Policy & Transfers

a. **All payments are non-refundable.** By paying for any service, package, workshop, retreat, or digital product, Client accepts that refunds will not be issued. b. If Client cannot attend a scheduled session, workshop, or cohort, the Client may **transfer** the paid slot to another person **with prior written approval by Therapist** and after providing the details of the transferee. Transfers are at Therapist's discretion and do not extend validity of products beyond original terms unless approved. c. In exceptional circumstances (serious illness, emergency), Therapist may consider credit or transfer; such requests must be made in writing and may require documentation. Any discretionary adjustments are made at Therapist's sole discretion and do not constitute a contractual right.

6. Scheduling, Attendance & Cancellation

a. Individual sessions: Clients are required to provide at least **48 hours' notice** to cancel or reschedule a session. b. Cancellations or reschedules made less than 48 hours before an appointment will result in forfeiture of that session (no refund, session count deducted from package). c. Group workshops/cohorts: Because of limited spaces and pre-planned resources, cancellations less than 10 days prior to start will forfeit the fee. Again, transfers to another person are allowed with written approval. d. Late arrival: Sessions will end at the scheduled time. Late arrival will not be extended; the Client is responsible for the full session fee.

7. Packages & Missed Sessions

a. If a Client purchases a multi-session package, missed sessions that are not rescheduled within the policy window are forfeited. b. Packages have an expiry period; unused sessions after expiry will not be refunded except at Therapist's discretion.

8. Group Programs & Workshops

a. Group sessions may involve other participants; please respect confidentiality and group boundaries. b. Group facilitators may record sessions for teaching/review purposes only with prior notice. c. Pictures and videos may be taken, and by making payment client consents that all media taken (pictures and videos) can be used at the discretion of therapist for promotional/professional purposes. d. No refunds for missed group sessions; transfers allowed under section under section 5b.

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9. Telehealth / Online Services

a. Telehealth sessions (Zoom/WhatsApp/video) are allowed and may be recorded only with explicit written consent or as permitted by client on automated recording zoom sessions. b. Client is responsible for privacy and setting (quiet, private space) during telehealth sessions. Therapist is not responsible for interruptions, technology failures, or privacy breaches occurring on Client's side.

10. Confidentiality & Mandatory Disclosures

All therapy communications are confidential except where disclosure is required by law (risk of harm to self/others, child/elder abuse, court order, etc.). See the separate Confidentiality Agreement (NDA) for full details. Testimonials/feedback are shared at our discretion anonymously except client permits identity.

11. Professional Boundaries & Dual Relationships

Therapist maintains professional boundaries and will not engage in relationships outside a clear professional context (e.g., business partnerships, intimate relationships). If Client is a current or former supervisee or family member, special disclosure is required.

12. Emergencies & Crisis

DHO Counselling & Family Therapy is not an emergency service. If Client is in immediate danger or experiencing a medical/psychiatric emergency, call local emergency services or go to the nearest emergency department. Therapist may have limited availability outside scheduled sessions and may provide crisis resources but cannot guarantee immediate response.

13. Intellectual Property & Materials

Any materials (worksheets, manuals, books, digital courses/products) provided by Therapist remain the intellectual property of DHO Counselling & Family Therapy. Client may use materials for personal use only and may not redistribute, resell, or publicly/privately share without written permission.

14. Complaints & Quality Assurance

If Client has concerns about services, they should first raise them with Therapist by email (omordaniella@gmail.com). Therapist will seek to resolve complaints in good faith.