

*Love + Whimsea Healing*

# Terms and Conditions

*Effective Date: October 24, 2025*

*Updated on: May 17, 2026*

## 1. INTRODUCTION

Welcome to Love + Whimsea Healing. These Terms and Conditions govern your use of our website and services. By accessing our website and booking distance reiki or energy healing services, you agree to be bound by these terms. If you do not agree with any part of these terms, please do not use our services.

## 2. SERVICE DESCRIPTION

Love + Whimsea Healing provides trauma-informed coaching, distance reiki and energy healing services delivered remotely. Services may be conducted through distance healing (non-contact) or via live video conference (Zoom). Sessions are scheduled by appointment and are conducted by a qualified practitioner.

## 3. IMPORTANT DISCLAIMER

Coaching, reiki and other forms of energy healing are complementary practices and are not substitutes for professional medical treatment, diagnosis, or advice. Our services are intended to promote relaxation, wellness, and emotional balance. We do not diagnose, treat, cure, or prevent

any disease or medical condition. If you have a medical condition or are taking medication, please consult with your healthcare provider before or in addition to using our services. In case of a medical emergency, please contact emergency services immediately.

#### **4. USER RESPONSIBILITIES**

By booking our services, you agree to:

- Provide accurate and complete information during the booking process
- Maintain a safe and private environment for your session, particularly if using video conferencing
- Arrive on time for scheduled appointments or provide notice of cancellation or rescheduling 24 hours in advance.
- Disclose any relevant health conditions or concerns that may affect your session
- Use our services in a lawful and respectful manner
- Not record, screenshot, or share session content without explicit written permission
- Accept full responsibility for your use of our services and any resulting outcomes

#### **5. SERVICE LIMITATIONS**

We make no guarantees regarding specific outcomes or results from our services. Results vary by individual and depend on many factors including openness, receptivity, and personal circumstances. We are not responsible for:

- Any physical, emotional, or spiritual outcomes or lack thereof
- Decisions you make based on guidance received during sessions

- Technical difficulties or interruptions in video conferencing
- Your interpretation or application of information provided
- Any adverse reactions or experiences during or after sessions

## **6. BOOKING AND CANCELLATION POLICY**

Appointments must be booked through our website booking system. Payment is due at the time of booking. Cancellations must be made at least 24 hours before your scheduled appointment to receive a full refund. Cancellations made within less than 24 hours of the appointment are non-refundable. No-shows will be charged in full. Rescheduling is available and subject to practitioner availability, also must be done before the 24-hour mark.

## **7. PAYMENT TERMS**

All prices are displayed in USD and include applicable taxes where required. Payment is processed securely through our payment gateway. By providing payment information, you authorize us to charge the service fee (if applicable) to your account. Refunds are processed within 5-7 business days of approval. We reserve the right to refuse service to anyone who does not comply with these terms.

## **8. PRIVACY AND CONFIDENTIALITY**

Your privacy is important to us. We collect personal information only as necessary to provide our services and communicate with you. Your information will not be shared with third parties without your consent, except as required by law. We maintain confidentiality regarding all information shared during sessions, subject to legal obligations. For detailed information about how we collect, use, and protect your data, please review our Privacy Policy.

## **9. INTELLECTUAL PROPERTY**

All content on our website, including text, images, graphics, and materials provided during sessions, is the intellectual property of Love + Whimsea Healing or our licensors. You may not reproduce, distribute, or transmit any content without our prior written permission.

## **10. LIMITATION OF LIABILITY**

To the fullest extent permitted by law, Love + Whimsea Healing and its practitioners shall not be liable for any indirect, incidental, special, consequential, or punitive damages arising from your use of our services or website. Our total liability shall not exceed the amount paid for the service in question.

## **11. INDEMNIFICATION**

You agree to indemnify and hold harmless Love + Whimsea Healing, its owners, practitioners, and employees from any claims, damages, losses, or expenses arising from your use of our services, violation of these terms, or infringement of any third-party rights.

## **12. HEALTH AND SAFETY**

You acknowledge that you are in a suitable physical and mental state to receive distance healing services. If you are pregnant, have a serious medical condition, or are experiencing a mental health crisis, please consult with your healthcare provider before booking. We are not equipped to provide emergency medical services.

### **13. TECHNICAL REQUIREMENTS**

For video conference sessions, you are responsible for maintaining a reliable internet connection and compatible device. We are not responsible for technical failures, connectivity issues, or interruptions beyond our control. In case of technical difficulties, we will attempt to reschedule your session.

### **14. MODIFICATIONS TO TERMS**

We reserve the right to modify these Terms and Conditions at any time. Changes will be effective immediately upon posting to our website. Your continued use of our services constitutes acceptance of modified terms.

### **15. GOVERNING LAW**

These Terms and Conditions are governed by and construed in accordance with the laws of California, United States, without regard to its conflict of law provisions.

### **16. DISPUTE RESOLUTION**

Any disputes arising from these terms or our services shall be resolved through good faith negotiation. If resolution cannot be reached, disputes shall be subject to binding arbitration in accordance with applicable law.

### **17. SEVERABILITY**

If any provision of these Terms and Conditions is found to be invalid or unenforceable, the remaining provisions shall continue in full force and effect.

## **18. CONTACT INFORMATION**

For questions about these Terms and Conditions, please contact us at:

Email: [loveandwhimsea@gmail.com](mailto:loveandwhimsea@gmail.com)

Phone: 916-898-5688

Website: <https://www.lovehimseahealing.com/>