

Mymayt Terms & Conditions

1. Introduction

These Terms & Conditions govern the use of the Mymayt website and services.

By accessing this website or booking a session with Mymayt, you agree to be bound by these Terms & Conditions. If you do not agree with these Terms, you should not use the website or book a session.

Mymayt provides a paid, private conversation service designed to offer individuals a private conversation space to talk things through in a relaxed and straightforward setting.

2. Description of the Service

Mymayt is an independent conversation service that provides scheduled one-on-one discussions between the client and the service provider.

This service is designed to offer a private conversation space where individuals can speak openly and reflect on their thoughts or experiences through conversation.

Mymayt is **not** a counselling service, therapy service, mental health service or medical service.

Sessions do not involve diagnosis, treatment, professional assessment, or clinical processes. The service does not provide medical, psychological, legal, or financial advice.

Mymayt provides conversational sessions only and does not guarantee compatibility between clients and the service provider.

Mymayt is not intended to replace professional services and should not be used as a substitute for professional support where such support is required.

3. Eligibility

To use the Mymayt service, you must:

- Be at least **18 years of age**
- Provide accurate booking and contact information
- Use the service respectfully and in accordance with these Terms

By booking a session, you confirm that you meet these requirements. Mymayt reserves the right to refuse or discontinue service at its discretion.

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4. Bookings and Payments

Sessions are booked through the Mymayt booking system available on the website.

Available session lengths and pricing will be displayed at the time of booking.

Sessions are confirmed once **payment has been successfully completed at the time of booking**. Session times are scheduled based on the selected booking time and cannot be extended where a client joins late or the session begins late due to client availability.

Payments are processed securely through third-party payment providers. Mymayt does not store full payment card details.

Mymayt reserves the right to modify pricing, availability, or session offerings at any time.

5. Cancellations and Rescheduling

To respect both the client's time and the service provider's availability, the following policies apply.

Sessions may be cancelled or rescheduled with at least 12 hours notice prior to the scheduled start time.

Cancellations made with at least 12 hours notice are eligible for a refund.

Cancellations made less than 12 hours before the scheduled session will result in the session being forfeited and no refund will be issued.

If the client is unavailable at the scheduled session time:

- The service provider will attempt to place the call twice within the scheduled appointment time.
- If the call cannot be connected after two attempts, the session will be considered missed.
- A short grace period may be allowed for minor delays before the session is considered missed.

Missed sessions are non-refundable.

Clients may choose to end a session at any time. However, once a session has commenced, it is considered delivered and refunds will not be provided.

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6. Emergencies & Exceptional Circumstances

Mymayt understands unexpected situations can arise. Due to time being reserved specifically for each booking, late cancellations and missed sessions are generally non-refundable. In rare situations, requests relating to exceptional circumstances may be considered at Mymayt's sole discretion.

7. English Language Requirement

Mymayt currently operates as an English-speaking service. Clients should be reasonably comfortable communicating in English so conversations can take place clearly and effectively.

If communication becomes too difficult to continue the conversation safely or appropriately, the conversation may be ended at Mymayt's discretion.

8. Session Conduct

Mymayt is designed to provide a respectful and appropriate space for conversation.

Clients agree to engage with the service in a respectful and appropriate manner. Behaviour that is abusive, threatening, discriminatory, sexually inappropriate, or otherwise disruptive is not permitted.

Mymayt conversations are intended for the individual who made the booking. Additional participants must not join or participate in a session unless agreed to by Mymayt prior to the conversation.

Mymayt reserves the right to end a session at any time if behaviour becomes inappropriate, the conversation moves outside the intended scope of the service, or the environment becomes uncomfortable or unsafe.

Sessions terminated due to inappropriate conduct or boundary violations **will not be refunded**.

9. Intoxication

Mymayt reserves the right to end a conversation if a client appears heavily intoxicated, impaired, aggressive, or unable to communicate appropriately during the conversation.

This includes situations where alcohol or substance use significantly impacts communication, safety, or the ability to engage respectfully in the conversation.

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Conversations ended under these circumstances will not be refunded.

10. Conversation Boundaries

Mymayt will not engage in conversations that involve:

- Threats of harm to yourself or others
- Requests for medical, psychological, legal, or financial advice
- Attempts to diagnose, assess, or treat mental health conditions
- Crisis or emergency situations requiring professional support
- Recording or distributing sessions without consent
- Sexually explicit conversations directed toward the service
- Abusive or threatening behaviour directed toward the service
- Requests for assistance with illegal activities
- Requests for personal relationships, ongoing communication, messaging, or contact outside scheduled sessions

If a conversation moves into these areas, the session may be redirected, paused, or ended.

If a session is terminated due to inappropriate conduct or violation of the service boundaries, the session will end immediately and **no refund will be issued**.

11. Nature of Conversations

Mymayt provides informal conversational sessions that may involve discussion of personal experiences, opinions, perspectives, and general life situations.

Clients acknowledge that conversations may include open and honest discussion. While every effort is made to maintain a respectful and appropriate environment, individuals may interpret conversational viewpoints differently.

By using this service, clients acknowledge that conversations are informal in nature and agree not to misrepresent or take statements out of context.

12. Recording and Distribution

Sessions with Mymayt are intended to be private conversations.

Clients must not record, reproduce, distribute, publish, or share any part of a session without prior consent from Mymayt.

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Unauthorised recording or distribution of session content, including audio recordings, written transcripts, or edited excerpts, is not permitted.

Mymayt does not record sessions unless explicitly stated and agreed to in advance.

If Mymayt becomes aware that a session has been recorded or distributed without consent, access to the service may be restricted, terminated, or may be subject to legal action where appropriate.

Conversations during sessions are private and not intended for public use, reproduction, or media publication.

13. Privacy & Respect for Personal Information

Mymayt respects the privacy of all clients and expects the same respect in return.

Due to the personal nature of conversations, clients agree not to publicly share, publish, or distribute private information, personal details, or identifying information relating to Mymayt, the service provider, or other individuals without consent.

This includes information learned or recognised through use of the service.

14. Intellectual Property

All content created by Mymayt, including website content, written materials, branding, logos, designs, resources, wording, and other original materials, remains the property of Mymayt unless otherwise stated.

Content must not be copied, reproduced, modified, distributed, or used for personal or commercial purposes without prior written permission from Mymayt.

15. Service Limitations

Mymayt is a conversational service intended to provide a space for open discussion.

The service does not provide professional advice, counselling, therapy, mental health treatment, crisis intervention, or medical services.

Clients remain fully responsible for their own decisions, actions, and outcomes following any conversation.

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If you are experiencing a crisis or require professional support, you should seek assistance from an appropriately qualified professional or support service. A list of additional support resources is available in the footer of this website.

Mymayt does not guarantee any particular outcome, result, or personal benefit from the use of the service.

16. Privacy

Mymayt respects the privacy of all clients.

While sessions are intended to be a private conversation, the service is not anonymous as booking details such as name, contact information, and payment information are required to schedule a session.

Mymayt may send booking confirmations and reminder communications relating to scheduled sessions.

Personal information collected during bookings will be handled in accordance with the Mymayt Privacy Policy, which is available on the website.

17. Limitations of Liability

To the extent permitted by law, Mymayt will not be liable for any direct, indirect, incidental, or consequential loss arising from the use of the website or services.

The service is provided as a conversational space only, and users acknowledge that any decisions or actions taken following a session are their own responsibility.

18. Changes to Terms

Mymayt reserves the right to update or modify these Terms & Conditions at any time.

Any changes will take effect once published on the website.

Continued use of the website or services after updates indicates acceptance of the revised Terms.

19. Contact

If you have any questions regarding these Terms & Conditions, you may contact Mymayt at: hello@mymayt.com.au