

## Terms and Conditions

**Last Updated:** 20<sup>th</sup> March 2025

**Review date:** 19<sup>th</sup> March 2026

**Website:** [www.intentionandglow.co.uk](http://www.intentionandglow.co.uk)

**Provider:** Intention and Glow (“we”, “us”, or “our”)

Please read these Terms and Conditions carefully before using our services. By accessing or using any of our services (including therapy, workshops, and online content), you agree to these Terms.

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### 1. About Us

Intention and Glow provides occupational therapy services, group workshops, and online education resources to individuals across the UK. All therapeutic services are provided by registered professionals adhering to the standards of the **Health and Care Professions Council (HCPC)** and the **Royal College of Occupational Therapists (RCOT)**.

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### 2. Eligibility

You may use our services if you are:

- Over 18 years old
- A professional acting with explicit consent

You agree to provide accurate and complete information during registration or booking.

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### 3. Services Overview

We provide the following services:

#### 3.1 Occupational Therapy (In-Person and Online)

- Individual assessments, therapy sessions, and intervention planning
- Online therapy services via secure video conferencing platforms (e.g. Zoom, MS Teams)

#### 3.2 Group Workshops

- Educational or therapeutic group sessions
- Delivered in person or online
- Not a substitute for 1:1 therapy unless explicitly designed as such

#### 3.3 Online Courses and Digital Content

- Pre-recorded or live online courses focusing on occupational therapy and wellness

- Access via personal login or secure course platform
  - For educational purposes only; not equivalent to individual therapy
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#### **4. Online Therapy Terms**

By participating in online therapy, you acknowledge and agree:

- A stable internet connection and private setting are required
- You are responsible for securing your environment to maintain confidentiality
- Sessions may not be recorded by either party without prior written consent
- We may postpone sessions due to technical failures or emergency circumstances
- In the event of a risk of harm to self or others, appropriate safeguarding measures will be followed, which may include emergency services contact

We follow HCPC and RCOT guidance for online service delivery. The same ethical and confidentiality standards apply as for in-person therapy.

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#### **5. Workshops and Courses Terms**

##### **5.1 Workshops**

- Group dynamics mean confidentiality cannot be guaranteed; participants are advised not to disclose sensitive personal information
- Disruptive or disrespectful behaviour may lead to removal without refund
- Workshop content is for general support and learning, not tailored therapy unless explicitly stated

##### **5.2 Online Courses**

- Purchase grants access for the individual only; sharing login details or course content is prohibited
  - Course materials are the intellectual property of Intention and Glow
  - No professional-client relationship is established by enrolling in a course
  - We reserve the right to update or remove content at any time
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#### **6. Booking and Cancellations**

##### **6.1 Booking**

Appointments, workshops, and courses can be booked online or via direct communication.

## 6.2 Cancellation

- **Individual Sessions:** 24 hours' notice required for rescheduling or cancellation. Late cancellations may incur full charges.
  - **Workshops/Courses:** Cancellations within 7 days of the start date are non-refundable unless otherwise stated.
  - **Provider Cancellations:** We reserve the right to cancel or reschedule due to unforeseen circumstances. Full refunds or credit will be offered where appropriate.
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## 7. Payment Terms

- Prices are in GBP and include VAT where applicable
- Full payment is required before services or course access begins
- Accepted methods: credit/debit card, bank transfer, or approved third-party platforms
- Payment failure may result in loss of booking or access

You have the right to cancel the contract within 14 days, in accordance with the Consumers Right Act 2015. The 14-day cooling off period will expire 14 days from the date the contract was entered into. No reason for cancellation is required. You must inform us of your decision to cancel by a clear statement in email to [karen@intentionandglow.co.uk](mailto:karen@intentionandglow.co.uk) with the cancellation notice effective from the date it is sent.

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## 8. Confidentiality & Data Protection

We are committed to safeguarding your privacy in accordance with the **UK GDPR and Data Protection Act 2018**. Confidential information may be disclosed only:

- With your consent
- If required by law
- Where there is a risk of serious harm

For full details, please review our **Privacy Policy**.

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## 9. Intellectual Property

All content, including therapy tools, handouts, videos, and website materials, is the intellectual property of Intention and Glow unless otherwise credited. Unauthorised use, reproduction, or distribution is prohibited.

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## 10. Health Disclaimer

- Services provided are within the scope of occupational therapy
  - Online content and group sessions are for support and educational purposes only
  - Emergency or crisis care is not provided—please contact your GP or emergency services if needed
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## **11. Limitation of Liability**

To the maximum extent permitted by law:

- We are not liable for indirect or consequential losses
- We do not guarantee specific results from therapeutic interventions
- Our total liability is limited to the amount paid for the relevant service

Nothing excludes liability for death or personal injury due to our negligence.

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## **12. Termination**

We reserve the right to terminate services or access if:

- Terms are breached
  - Payment is not received
  - Conduct is deemed unsafe or unethical
  - The professional relationship becomes untenable
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## **13. Third-Party Links**

This website may contain links to third-party websites for convenience. We are not responsible for their content or data practices.

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## **14. Governing Law**

These Terms are governed by the laws of **England and Wales**. Disputes shall be resolved under the exclusive jurisdiction of the English courts.

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## **15. Changes to Terms**

We may update these Terms from time to time. Continued use of services after updates indicates acceptance of the new terms. The latest version will always be available on our website.

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## **16. Contact**

For any questions or concerns, contact:

**Email:** [karen@intentionandglow.co.uk](mailto:karen@intentionandglow.co.uk)